

Technical product information

Topic	My Bentley connected App - Pairing code is not functional
Market area	Russische Föderation (5RU),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2069965/1
Level	EH
Status	Draft
Release date	

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> online services	functionality	

Vehicle data

Bentayga series

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*

New Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*

New Continental GT

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*

New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

NOTICE

INFORMATION NOTE: The information below does not relate to or change anything to do with the current vehicle pairing process for activating remote services for connected car, commonly known as primary user nomination

NOTICE

INFORMATION NOTE: The information below does not affect any usage of the in car services that can be found through the "App" section of the MMI

Customer statement

The My Bentley connected in car services personalisation feature does no longer function. The in car services personalisation function can be found by navigating through the screen menu as shown in Figures 1,2 and 3



Figure 1



Figure 2

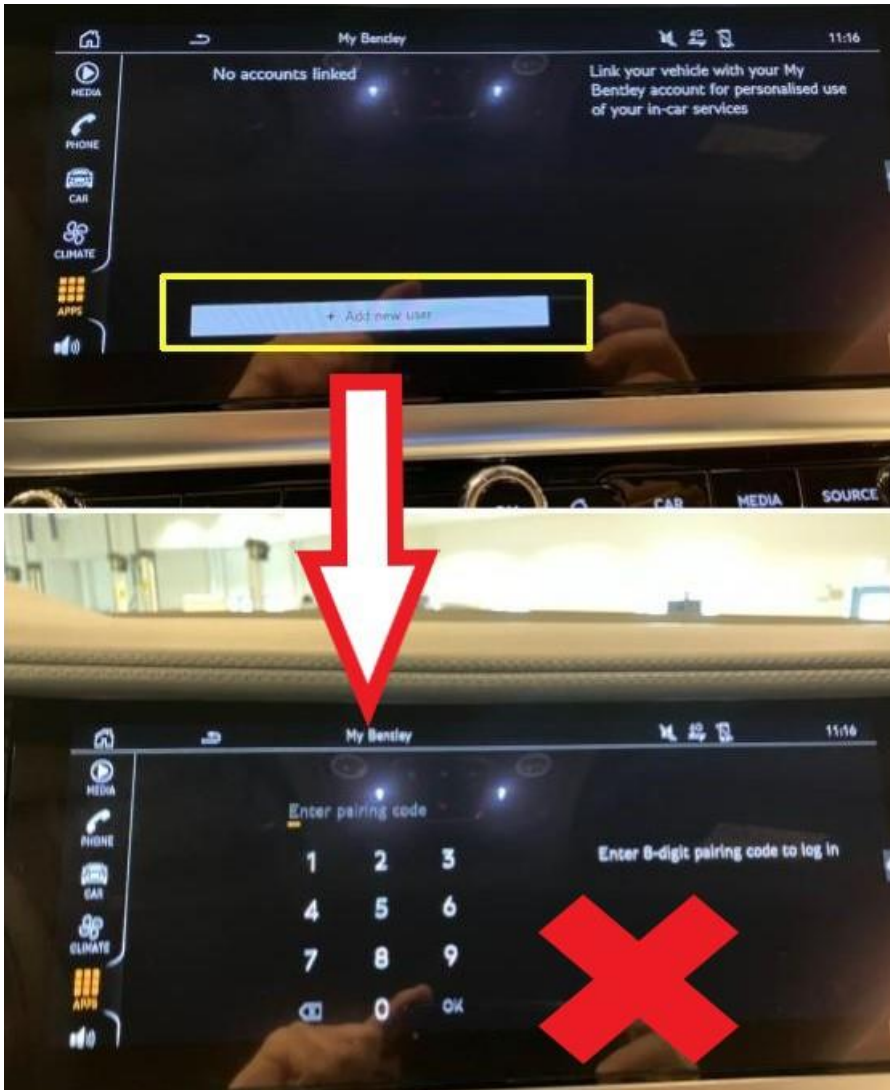


Figure 3

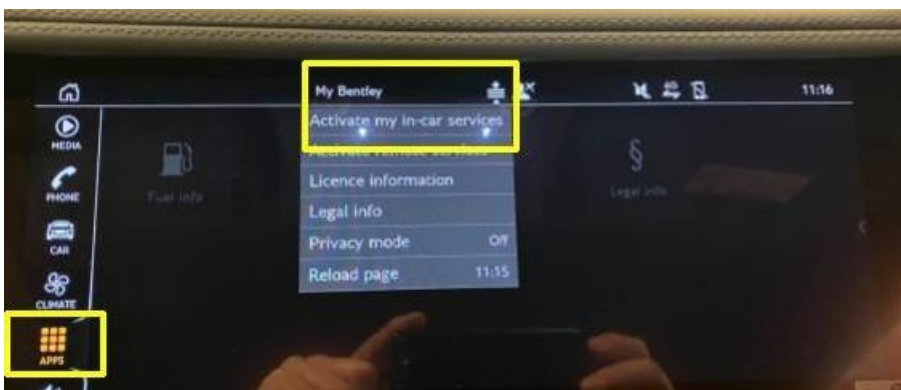


Figure 4

NOTICE
 Regardless of which path is followed the car services personalisation feature cannot be activated, in the event the customer has experienced any of the afore mentioned symptoms please refer to the Technical background section

TIP: The in car services personalisation feature remains inoperative regardless of how the user attempts to access the function, the steps shown above will not allow the in car services personalisation feature function to operate regardless of which steps are followed as shown in Figures 1 and 4

Technical background

The My Bentley connected in car services personalisation feature is unable to be used by customers due to the feature being removed from the My Bentley App. Activation of the in car services personalisation feature was completed by using a pairing code that was available via the My Bentley app.

If a customer noted their pairing code down when this feature was originally available, when the feature was used the vehicle log in would fail. Customers should be informed that the My Bentley connected car services personalisation features are unavailable, this function will remain unavailable through the My Bentley App.



IMPORTANT NOTE: All other in car and remote services supported by connected car are NOT affected by this change.

Production change

Not applicable.

Measure

Refer to the Technical background section