

Technical product information

Topic	My Bentley - Connected services
Market area	Bentley: worldwide (2WBE), China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2074953/2
Level	EH
Status	Approval
Release date	

New customer code

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

Vehicle data

New Continental GT / C and New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z23*	2025	E		*	*	*
Z24*	2025	E		*	*	*
Z32*	2025	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Complaints relating to *My Bentley* connected services.

Technical background

Most queries and complaints regarding *My Bentley* connected services can be resolved by contacting *My Bentley* Support rather than raising a DISS technical query. *My Bentley* support have access to additional admin tools and systems to help resolve any queries; and also have the ability to raise DISS technical queries if required.

Production change

Not applicable.

Measure

The first point of contact for any issues regarding *My Bentley* connected services must be as follows:

My Bentley Support for retailers:

Retailers should remain a main point of contact for customers regarding their use of *My Bentley* Connected Car. *My Bentley* Support is available to support both you and your customers.

Retail support for *My Bentley* is provided by the Bentley Connected Car Contact Centre.

BENTLEY CALL CENTRE

Retailers can call the relevant number below for support with *My Bentley*:

UK, EU, RUSSIA & CHINA: +44 (0) 203 100 9494

NORTH AMERICA: +1 307 203 1002

CHINA: 4006 610 500

The contact centre can help retailers with any app registration or Connected Car technical support queries.

These details are also available on Retailer Marketing News:

<https://retailer.bentley.co.uk/content/dmn/en/digital-enablers/my-bentley-connected-car.html#my-bentley-support>

My Bentley Support for customers:

Customer support for the *My Bentley* app is provided by the Bentley Connected Car Contact Centre.

MY BENTLEY CUSTOMER SUPPORT

From UK/Europe, Tel: +44 (0) 1270 444 474

From North America, Tel: +1 800 353 7311 (toll free)

From China, Tel: 400 119 8880

The contact centre can help customers with any app registrations and technical support queries.

These details are also available on the support website:

<https://support.bentleymotors.com/en/support-bentley.html>

If Your Query Cannot Be Resolved

If *My Bentley* support cannot resolve your issue, a DISS technical query should be raised. There are two options for raising this query:

1. Ask *My Bentley* support directly to raise a DISS technical query. This route is preferred since it allows Bentley product support to liaise directly with the specialists at the call centres
2. Raise a DISS technical query yourself. If you choose this option, please make sure you have exhausted the technical support available from *My Bentley* support and tell them that you are raising a DISS technical query yourself, in order to avoid duplicate queries. Any query you raise should include all DISS best practice measures, including providing as much detail as possible regarding the customer complaint, any advice offered from *My Bentley* support and observance of any published TPI's or other information.

Queries raised by retailers who have not used *My Bentley* support in the first instance will be returned until this important step is completed.