

# Technical Service Bulletin

<b>Topic</b>	Importance of Setting Delivery Date to Activate Full Customer Licenses   24MY - Onwards
<b>Market area</b>	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2078773/1
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Aug 21, 2025

## New customer code

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

# Vehicle data

## All Models | 24MY Onwards

### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2024	E		*	*	*
3S4*	2024	E		*	*	*
4V1*	2024	E		*	*	*
4V1*	2025	E		*	*	*
4V1*	2026	E		*	*	*
Z23*	2025	E		*	*	*
Z23*	2026	E		*	*	*
Z24*	2025	E		*	*	*
Z24*	2026	E		*	*	*
Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*
ZG2*	2024	E		*	*	*
ZV1*	2024	E		*	*	*
ZV1*	2025	E		*	*	*

---

## Documents

Document name
---------------

master.xml
------------

## Condition

Customers may report a loss of connected services functionality approximately 12 months after vehicle handover.

## Technical Background

When a vehicle is sold, the delivery date must be set by the retailer. This action triggers the removal of the temporary dealer licenses and activates the full customer licenses.

Dealer licenses are valid for 12 months only from the point of vehicle delivery. If the delivery date is not set at the time of sale, the system will not transition to customer licenses, resulting in the expiration of services after 12 months.

This can be verified in ELSA under the Vehicle DATA section, both during general checks and when raising a DISS query.

## Production Solution

Not applicable

## Service

- Retailers must ensure the delivery date is set in the system at the point of sale to activate full customer licenses.
- If a customer reports license expiration and the delivery date was not set, the issue will be classified as avoidable and not eligible for technical escalation.
- If the delivery date has been correctly set and the issue persists, escalate the case to Level 2 support for further investigation.