

Technical Service Bulletin

Topic	My Bentley App – Registration Impact on 18MY and 19MY Vehicles
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2078770/1
Level	EH
Status	Released for publishing
Release date	Aug 21, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> cell phone functions, customer portal, applications	functionality	

Vehicle data

18-19MY All Models

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S4*	2019	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4W2*	2018	E		*	*	*

Documents

Document name
master.xml

Condition

Customers may report that they are unable to register their 18MY or 19MY Bentley vehicle in the My Bentley App.

Technical Background

A recent update to the My Bentley App has removed support for registration of 18MY and 19MY vehicles. These vehicles do not support remote services via the app, and therefore no functionality has been lost. All connected services continue to operate independently of the app-to-vehicle link.

Production Solution

No production change has been made to the vehicles themselves. This is an app-side update affecting registration capability only.

Service

No technical intervention is required.

Customers should be advised that:

- Their vehicle's connected services remain fully functional.
- Remote services were never available for these model years, so no features have been removed.
- For a full list of available connected services by model year, refer to the My Bentley App Service Availability website.