

Technical Service Bulletin

Topic	Weather Thumbnail Shows Error Message All Models 25-26MY
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03), Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2078985/1
Level	EH
Status	Released for publishing
Release date	Sep 8, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> Online Services	functionality	
information, navigation, communication, entertainment -> Online Services -> show weather information	control modules, services -> error message	

Vehicle data

25-26MY All Models

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2025	E		*	*	*
4V1*	2026	E		*	*	*
Z23*	2025	E		*	*	*
Z23*	2026	E		*	*	*
Z24*	2025	E		*	*	*
Z24*	2026	E		*	*	*
Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*

ZV1*	2025	E		*	*	*
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Documents

Document name
master.xml

Condition

The customer may report that the weather app thumbnail on the MMI home screen displays the message 'An error occurred,' as illustrated in Figure 1 below.

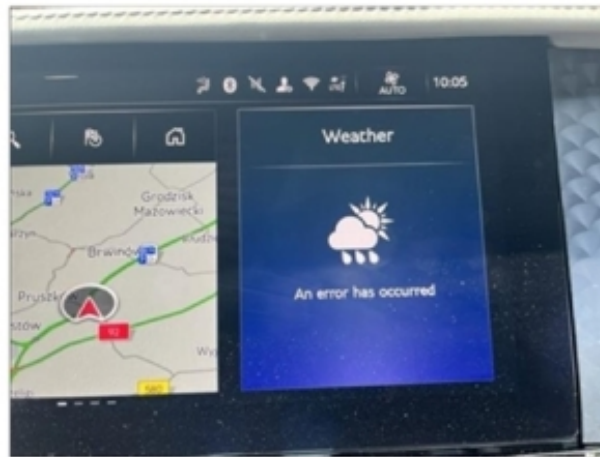


Figure 1 – Example weather app error with No data plan

Technical Background

The weather app thumbnail on the MMI home screen is powered by the My Bentley App Studio, which requires an active data plan to retrieve and display live weather information.

If no data plan is active, the thumbnail will display "An error occurred" this is expected behaviour and does not indicate a fault.

The full weather application remains accessible and functional without a data plan, as it uses a different data source.

Production Solution

Not Applicable

Service

Inform the customer that the message is expected when no data plan is active.

If the customer wishes to use the weather thumbnail feature as shown in figure 2, advise them to activate a data plan via the My Bentley app.



Figure 2 – Example weather app with a data plan