Technical Service Bulletin

Topic	My Bentley App Studio Store Not Accessible
Market area	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.	2080544/1
Level	EH
Status	Released for publishing
Release date	Jan 6, 2026

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> cell phone functions, customer portal, applications -> mobile terminal application (app)	control modules, services -> no access	
information, navigation, communication, entertainment -> cell phone functions, customer portal, applications -> mobile terminal application (app)	functionality -> no function	
information, navigation, communication, entertainment -> cell phone functions, customer portal, applications -> mobile terminal application (app)	control modules, services -> data not available	

Vehicle data

Bentayga Series | 25MY - Onwards

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2025	E		*	*	*
4V1*	2026	E		*	*	*
ZV1*	2025	E		*	*	*

Continental GT/GTC/Flying Spur | 25MY - Onwards

Sales types

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

Documents

Document name
master.xml

Condition

Customer Statement

The customer may report that the My Bentley App Studio app store is unavailable within the infotainment system.

All previously pre downloaded apps continue to work normally.

Workshop Findings

• The App Studio store cannot be accessed.

• No relevant fault codes may be stored.

• Pre downloaded apps already installed continue to function.

Technical Background

The unavailability of the My Bentley App Studio app store may occur when the infotainment system is not operating with the expected configuration required to display the store interface. In this condition, the underlying functionality of the system remains intact, and any apps previously downloaded continue to operate as normal.

Performing an MMI factory reset can restore the system to a fully synchronised and stable configuration, allowing the App Studio store to become accessible again. Refer to the measure section for the MMI factory reset procedure.

Production Solution

Under Review

Service

Perform an MMI Factory Reset

1. Switch on the ignition without starting the engine.

2. Navigate to the Settings menu on the infotainment display.

Home Screen swipe right twice to get to the third page

> Click setting

> Click system maintenance

> Click restore factory settings

> Confirm by clicking restore factory settings

4. Confirm the action to complete the reset and erase all personal data.

ⓘ **NOTICE**
This action deletes all customer information, including Primary and Online Users and all personal configuration settings.

ⓘ **NOTICE**
Advise the customer that after the MMI factory reset, the customer will need to: Reactivate their Primary User and online user, Re enable online services, Re download any previously downloaded apps if required and Restore all personalised settings.

Warranty

Warranty type 110 or 910

Damage service number 01 50

Damage code 00 41

GFF (MMI Factory Reset)

Labour operation code 01 50 00 00

Time 10 TU