

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.	2055036/8
Level	EH
Status	Released for publishing
Release date	March 27 2026

New customer code

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

Vehicle data

Bentayga series

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
4V1*	2024	E		*	*	*
4V1*	2025	E		*	*	*
4V1*	2026	E		*	*	*
ZV*	2023	E		*	*	*
ZV*	2024	E		*	*	*
ZV*	2025	E		*	*	*

Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
3S4*	2024	E		*	*	*
Z24*	2025	E		*	*	*
Z24*	2026	E		*	*	*

Mulsanne

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y2*	2017	E		*	*	*
3Y2*	2018	E		*	*	*
3Y2*	2019	E		*	*	*
3Y2*	2020	E		*	*	*
3Y6*	2017	E		*	*	*
3Y6*	2018	E		*	*	*
3Y6*	2019	E		*	*	*
3Y6*	2020	E		*	*	*

Continental GT

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*
3S3*	2024	E		*	*	*
Z23*	2025	E		*	*	*
Z23*	2026	E		*	*	*

Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

Bentayga EWB

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZV1*	2023	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Complaints relating to *My Bentley* connected services.

Technical background

Most queries and complaints relating to My Bentley connected services can be resolved directly by the My Bentley Contact Centre when the vehicle is not at the retailer. My Bentley Support have access to enhanced administration tools and backend systems to diagnose and resolve customer issues, and they can raise a DISS technical query when required.

However, when the vehicle is located at the retailer, the retailer must raise a DISS ticket directly with Product Support, and My Bentley Support should not be contacted in these cases.

Revision History

2055036/8 – Update to DISS routing guidance for retailers and the Contact Centre. Revision to the China B4C hotline.

Production change

Not applicable.

Measure

Vehicle Located at the Retailer

Mandatory Process

- The retailer must raise a DISS technical query directly with Product Support.
- My Bentley Support must not be contacted in these cases.
- This ensures Product Support receives all technical detail directly from the diagnosing retailer, avoiding delays or duplicate workflows.

Requirements for the DISS Ticket

The retailer must include:

- Full customer complaint details
- Diagnosis completed to date
- Completed Questionnaire from TPI No 2079669
- (China Only): Completed Questionnaire from TPI No 2079667
- Any relevant TPI references
- Any supporting information required by DISS bestpractice guidelines

Vehicle Not Located at the Retailer

If the vehicle is not currently with the retailer, the following process applies:

Customers may:

- Contact the My Bentley Contact Centre directly for assistance.

Retailer Received Complaints

If a customer raises a complaint directly with a retailer while the vehicle is not present:

- The retailer should follow the My Bentley Contact Centre pathway.
- My Bentley Support will assess the concern and escalate internally as required.
- If technical escalation is necessary, My Bentley Support may raise a DISS ticket.

My Bentley Support Contact Information

My Bentley Support for retailers:

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: +86 4006 508 626

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>