

Technical product information

Topic	Guide on My Bentley App - Error MBB.HTTP.2 When Using Remote Services
Market area	Germany E02 Bentley rest Europe (6E02),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.	2080955/2
Level	EH
Status	
Release date	16 Jul 2026

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> mobile telephone functions, customer portal, applications -> application for mobile device (app)	control units, services -> error message	

Vehicle data

Flying Spur

Sales types

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

Bentayga Series

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2025	E		*	*	*
4V1*	2026	E		*	*	*
4V1*	2027	E		*	*	*
ZV1*	2025	E		*	*	*

ZV1*	2026	E		*	*	*
ZV1*	2027	E		*	*	*

Continental GT/GTC

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		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Customer Statement

Customers may report that the My Bentley App displays an MBB.HTTP.2 error when attempting to use remote services such as Remote Climate or Remote Charging. The functions fail to initiate from the app.

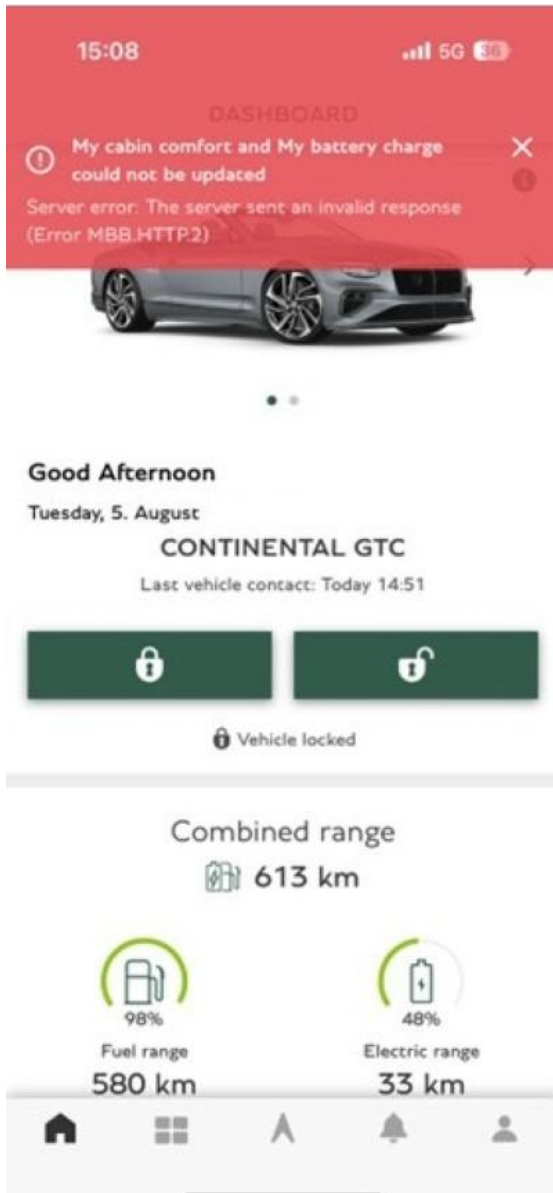


Figure 1. My Bentley App MBB.HTTP.2 error

Workshop Findings

The workshop may confirm that remote services cannot be triggered from the customer's device and that the My Bentley App consistently returns the error 'MBB.HTTP.2'.

No DTCs are stored, and in vehicle systems operate normally.

Technical background

The MBB.HTTP.2 error is caused by remote climate and charging timers being set to invalid or nonnumerical values within the vehicles MMI. If either timer is set to an invalid state, remote commands from the app cannot be processed and the error is triggered.



This is a configuration issue rather than a hardware fault. Follow the guidance in the Measure section.

Production change

Not applicable

Measure

1. Check the remote climate timer and the remote charging timer via the vehicles MMI display.



Figure 2. MMI displaying incorrectly set charge timers

2. Ensure both are set to valid times.

If either value displays incorrectly or appears blank/invalid (NaN) as shown in figure 2, set the timers to any valid time (e.g., 09:00 the following day).

3. If valid timers are already set and the error persists, perform a factory reset of the MIB.



(From the vehicle MMI home screen) select, "settings" > Select, "system maintenance" > Select, "Restore Factory Settings" > Select, "Confirm".

4. If the error persists after the factory reset, delete the vehicle from the My Bentley App and perform a hard reset of the MMI.

Once complete, reassign the Primary User in the MMI when prompted.



To perform a hard reset of the MMI, press and hold the volume button on the switch pack for 30~ seconds until you see the Bentley logo re-appear on the display.

5. After reassigning the Primary User in the MMI, reset both timers again using valid values.

Confirm that the app now performs remote climate and charging commands without the MBB.HTTP.2 error.