

Technical product information

Topic	Importance of Setting Delivery Date to Activate Full Customer Licenses 24MY - Onwards
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2078773/2
Level	EH
Status	Released for publishing
Release date	July 15 2026

New customer code

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

Vehicle data

All Models | 24MY Onwards

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2024	E		*	*	*
3S4*	2024	E		*	*	*
4V1*	2024	E		*	*	*
4V1*	2025	E		*	*	*
4V1*	2026	E		*	*	*
4V1*	2027	E		*	*	*
Z23*	2025	E		*	*	*
Z23*	2026	E		*	*	*
Z24*	2025	E		*	*	*
Z24*	2026	E		*	*	*
Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*
ZG2*	2024	E		*	*	*
ZV1*	2024	E		*	*	*

ZV1*	2025	E		*	*	*
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Documents

Document name
master.xml

Customer statement / workshop findings

Customers may report a loss of connected services functionality approximately 12 months after vehicle handover.

Technical background

When a vehicle is sold, the delivery date must be set by the retailer. This action triggers the removal of the temporary dealer licenses and activates the full customer licenses.

Dealer licenses are valid for 12 months only from the point of vehicle delivery. If the delivery date is not set at the time of sale, the system will not transition to customer licenses, resulting in the expiration of services after 12 months.

This can be verified in ELSA under the Vehicle DATA section, both during general checks and when raising a DISS query.

Revision History

2078773/2 – Added guidance on retail delivery date setting before handover.

Production change

Not applicable

Measure

- Retailers must ensure the retail (delivery) date is set in the system **24 hours** prior to customer handover to activate all customer licences and services correctly.
- Retailers must ensure the delivery date is recorded at the point of sale and updated no later than 24 hours before customer handover to activate full customer licences.
- If a customer reports a licence expiration issue and the delivery date was not set correctly, the issue will be classified as avoidable and will not be eligible for technical escalation.
- If the delivery date has been correctly set and the issue persists, escalate the case to Level 2 Support for further investigation.