

Technical product information

Topic	My Bentley - Connected services
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2055036/1
Level	EH
Status	Approval
Release date	

New customer code

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

Vehicle data

Bentayga

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		*	*	*

New Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S4*	2019	E		*	*	*
3S4*	2020	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		*	*	*

New Continental GT

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Complaints relating to *My Bentley* connected services.

Technical background

Most queries and complaints regarding *My Bentley* connected services can be resolved by contacting *My Bentley* Support rather than raising a DISS technical query.

Production change

Not applicable.

Measure

The first point of contact for any issues regarding *My Bentley* connected services must be as follows:

My Bentley Support for retailers:

Retailers should remain a main point of contact for customers regarding their use of *My Bentley* Connected Car. *My Bentley* Support is available to support both you and your customers.

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 1009494

NORTH AMERICA: +1 307 203 1002

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>

If following advice from *My Bentley* Support there is a requirement for technical vehicle support then a DISS technical enquiry should be raised. Provide as much detail as possible regarding the customer complaint and any advice offered from *My Bentley* Support.