

Technical product information

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|------------------------|--|
| Topic | My Bentley services - Fails to initialise (Message within the MMI) |
| Market area | Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),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. | 2063263/1 |
| 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 21 M/Y

Sales types

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| 4V1* | 2021 | E | | * | * | * |

Documents

| Document name |
|----------------------------|
| master.xml |

My Bentley services - Fails to initialise (Message within the MMI)

Customer statement / workshop findings

Complaints relating to My Bentley services failing to initialise

Technical background

A message on the MMI stating that the My Bentley Services failed to initialise (Figure 1) when the error occurs, Connected Services may become unavailable.



Figure 1

In the event of this happening, the issue can be resolved as follows:

- Turn the ignition off (allowing the DIP/MMI to go to sleep before switching ignition on again)
- Turn on the ignition

Please Note: The error will still occur, however the services will still be available

Production change

Currently under investigation

Measure

Refer to the Technical background section