

Technical product information

Topic	Connectivity Issue – 2.4 GHz Wi-Fi Browsing Not Possible via Vehicle Hotspot
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2080625/2
Level	EH
Status	
Release date	15 Jul 2026

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> mobile telephone functions, customer portal, applications	functionality	
information, navigation, communication, entertainment -> infotainment sys. control using buttons, control panel, display panel	functionality	

Vehicle data

Continental GT/GTC/Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z23*	2026	E		*	*	*
Z24*	2026	E		*	*	*
Z32*	2026	E		*	*	*

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Sales types

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

Documents

Document name
master.xml



Connection offline

Technical product information

Transaction No.: **2080625/2**

Connectivity Issue – 2.4 GHz Wi-Fi Browsing Not Possible via Vehicle Hotspot

Release date: 15 Jul 2026

Customer statement / workshop findings

When connected to the vehicle hotspot using the 2.4 GHz Wi-Fi band, web browsing on mobile devices may not function.

This condition does not affect Android Auto or Apple CarPlay, and the 5 GHz Wi-Fi band operates normally.



Customers are advised to use the 5 GHz connection for uninterrupted service.

Technical background

The system recovers automatically after an ignition cycle.

No hardware fault is present.

Production change

Not applicable

Measure



NOTICE

Do NOT replace any components.



NOTICE

Please raise a full technical DISS query and escalate it to second-level review by the Electrical TM.

Guidance to Customer

1. Activate the vehicle's Wi-Fi Hotspot.
2. On your phone, open the Wi-Fi settings. You should see two available networks:
 - 2.4 GHz
 - 5 GHz
3. You can connect to either network.
4. If you experience an issue where you are connected to the 2.4 GHz network but have no internet access, switch to the 5 GHz network.
5. This should resolve the connectivity issue.
6. If the issue persists, perform an ignition cycle and confirm functionality.

Warranty accounting instructions

No component replacement is authorised for this issue.

This is a software-related condition that resolves automatically.

Warranty claims for part replacement will not be accepted.