

Technical product information

Topic	My Bentley App - Enhancements (Implemented in App Version 5.20)
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),India 938 Indien; SKODA AUTO Volkswagen India (6938),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2082156/1
Level	EH
Status	Released for publishing
Release date	August 3 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)	component / consumables -> outdated	
information, navigation, communication, entertainment -> mobile telephone functions, customer portal, applications -> application for mobile device (app)	functionality -> without function / defect	

Vehicle data

Bentayga Series 27MY

Sales types

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

Documents

Document name
master.xml



Connection offline

Technical product information

Transaction No.: **2082156/1**

My Bentley App - Enhancements (Implemented in App Version 5.20)

Customer statement / workshop findings

Customers may report variations in the behaviour or availability of certain features within the My Bentley App. These observations are associated with earlier application versions. Enhancements are available to improve functionality and overall user experience.

Refer to the Technical Background section for further details on the updates implemented.



Important: These behaviours relate to the 'My Bentley' application usability only and have no impact on vehicle safety, performance, or hardware functionality.

Technical background

Customers using application versions prior to v5.20 may experience the following behaviours, which are addressed within the latest software release.

Enhancements Included (Resolved in v5.20)

- **PHEV services not displayed in Car Remote screen**

Battery charge, cabin comfort, and remote departure time are not listed in the app. Additionally, Battery Charge and Cabin Comfort timer modes may show as unavailable, and on iOS the "My Battery Charge" error message may be displayed when the Battery Charge function is repeatedly toggled off.

Implication: Timers are not visible for battery charging and cabin comfort within the My Bentley application, and users may encounter unavailable timer modes or intermittent Battery Charge error messages on iOS when repeatedly disabling the feature.

- **Special mode timer cannot be set for short durations (UK vehicles only)**

Special modes (e.g. Garage Mode) initially display "0 hours" and "0 minutes". The user cannot select 5, 10 or 20 minutes unless the hour value is first set to 1 or more.

Implication: Customer inconvenience when attempting to set a duration of less than 1 hour.

- **Missing push notifications for vehicle warnings**

The app does not display a notification when a vehicle warning occurs (e.g. low washer fluid).

Implication: Customer may not receive timely alerts for vehicle warnings.

- **No push notifications received on iOS application (China vehicles only)**

Push notifications are not delivered to iOS devices when using the My Bentley application in the China market.

Implication: Customer may not receive vehicle alerts, status updates or service-related notifications.

- **Service Management functions missing**

Charging and Cabin Preconditioning services are not displayed within the Service Management screen.

Implication: Customer cannot access or manage charging and cabin preconditioning features through Service Management.

- **No cluster warning displayed after update (iOS)**

Vehicle cluster warning notifications may not be displayed in the application following an update.

Implication: Customer may not be informed of vehicle warnings presented by the vehicle.

- **Battery charge error message displayed when Repeat is disabled (iOS)**

An error message may appear when configuring battery charging schedules with the Repeat option switched off.

Implication: Customer may be unable to save charging schedules or may be uncertain whether changes have been applied.

- **IDK consent scope translations incorrect**

Some consent scope text and translations are displayed incorrectly within the IDK consent process.

Implication: Customer may encounter unclear or inaccurate consent information.

- **Remote Park Assist notification opens Dashboard instead of feature page (iOS)**

Selecting a Remote Park Assist (RPA) notification opens the Dashboard screen rather than the corresponding RPA feature screen.

Implication: Customer is not directed to the relevant feature after selecting a notification.

- **Battery charge repeat schedule automatically enables all days of the week (iOS)**

When configuring repeat charging schedules, enabling repeat may automatically select every day of the week.

Implication: Customer may need to manually adjust schedule settings to reflect the desired charging pattern.

- **Remote Park Assist information missing in Chinese language (iOS & Android – China vehicles only)**

Certain information and text within the Remote Park Assist feature are not displayed when the application language is set to Chinese.

Implication: Customer may be unable to view all feature information and guidance.

Software Enhancement

App Version: v5.20

Release: Calendar Week 33, 2026

Available via official mobile app stores

In Car Services Updates

The following corrective actions are currently being deployed via In Car Services and will be introduced to affected vehicles as part of the ongoing live rollout.

- **No online information displayed for a searched Point of Interest (POI)**

Online content associated with a searched Point of Interest is not displayed.

Implication: Customer may not receive all available destination information.

- **Error message displayed when launching Data Services**

An unexpected error message may appear when opening the Data Services feature.

Implication: Customer may be uncertain whether the service is functioning correctly.

- **Weather feature displays wind speed in kWh**

The weather information screen incorrectly displays wind speed using "kWh" as the unit of measurement.

Implication: Customer is presented with inaccurate or misleading weather information.

- **Navigation Assistant call fails intermittently (China vehicles only)**

Calls initiated through the Navigation Assistant feature may fail intermittently, with an observed success rate of approximately 50%.

Implication: Customer may be unable to consistently access Navigation Assistant support services.

Production change

Not applicable

Measure



Information Only – No Repair Required

If version is prior to v5.20: Instruct the customer to update the My Bentley App via the official app store.

If concerns remain after update refer to TPI 2055036/– for Technical Assistance.