

Technical product information

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|------------------------|---|
| Topic | Unable to stream Infotainment media to the rear seat entertainment system |
| Market area | Bentley: worldwide (2WBE),Hongkong-Macau (5HK) |
| Brand | Bentley |
| Transaction No. | 2053931/4 |
| Level | EH |
| Status | Approval |
| Release date | |

New customer code

| Object of complaint | Complaint type | Position |
|--|----------------|----------|
| information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions | functionality | |
| information, navigation, communication, entertainment -> media playback | functionality | |
| information, navigation, communication, entertainment -> TV mode | functionality | |

Vehicle data

Bentayga and Mulsanne

Sales types

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| 3Y2* | 2011 | E | | * | * | * |
| 3Y2* | 2012 | E | | * | * | * |
| 3Y2* | 2013 | E | | * | * | * |
| 3Y2* | 2014 | E | | * | * | * |
| 3Y2* | 2015 | E | | * | * | * |
| 3Y2* | 2016 | E | | * | * | * |
| 3Y2* | 2017 | E | | * | * | * |
| 3Y2* | 2018 | E | | * | * | * |
| 3Y2* | 2019 | E | | * | * | * |
| 3Y6* | 2017 | E | | * | * | * |
| 3Y6* | 2018 | E | | * | * | * |
| 3Y6* | 2019 | E | | * | * | * |
| 4V1* | 2017 | E | | * | * | * |
| 4V1* | 2018 | E | | * | * | * |
| 4V1* | 2019 | E | | * | * | * |

Documents

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

Customer statement / workshop findings

Unable to stream media to the rear seat entertainment system from the Infotainment system

Technical background

The ability to stream CD/DVD and TV to the rear seat entertainment system from the Infotainment system is no longer available from 19 Model Year onwards.

Production change

Refer to the Technical background section of this TPI

Measure

The retailer should explain to the customer that the Infotainment system software on models post 19 Model Year does not permit the streaming of media (DVD/TV) to the rear seat entertainment system.

This includes cases where a Rear Seat Entertainment tablet is replaced or the J794 Infotainment Electronics 1 (5F) unit is replaced or updated to the 19 Model Year software release

This is due to a legal change at the start of 19 Model Year required as part of an agreement with the Infotainment control unit supplier.

NOTE: This change only affects the media sources CD/DVD (audio & video) and TV when streamed directly from the main Infotainment (5F) unit to the RSE tablet. Media which is played on the tablet via a source other than the Infotainment (5F) unit, for example through a WIFI hotspot connection, is unaffected.