

Technical product information

Topic	Rear seat entertainment - Unavailable features
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2065498/2
Level	EH
Status	Released for publishing
Release date	04-Nov-2022

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system display panel	functionality -> partially without function	left
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system display panel	functionality -> without function / defect	right

Vehicle data

New Flying Spur and Bentayga Series

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZV1*	2023	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

The 'crosslink' and 'audio to car' functions of the Rear Seat Entertainment screens are not working to specification (icons greyed out) a message is also displayed advising the feature(s) are not available when the icons are pressed

Refer to the examples shown in Figures 1,2 and 3

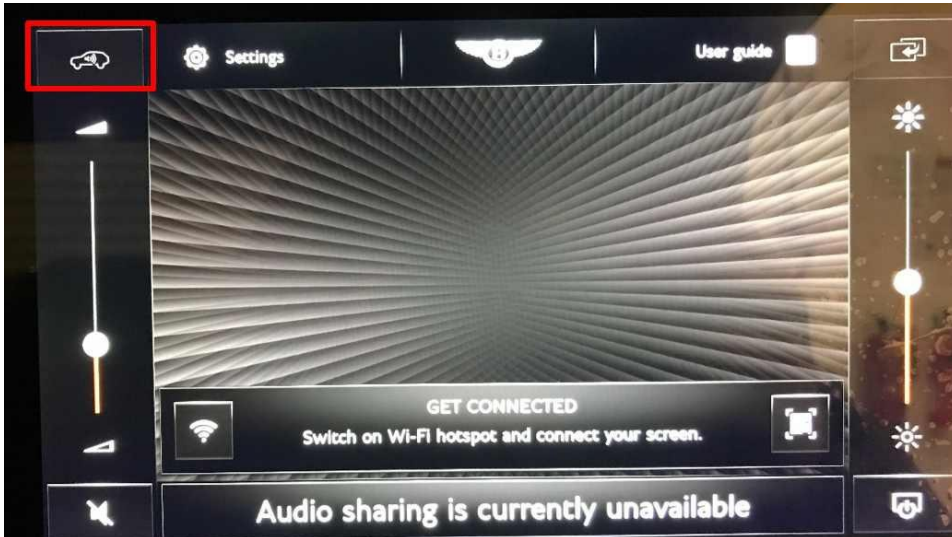


Figure 1

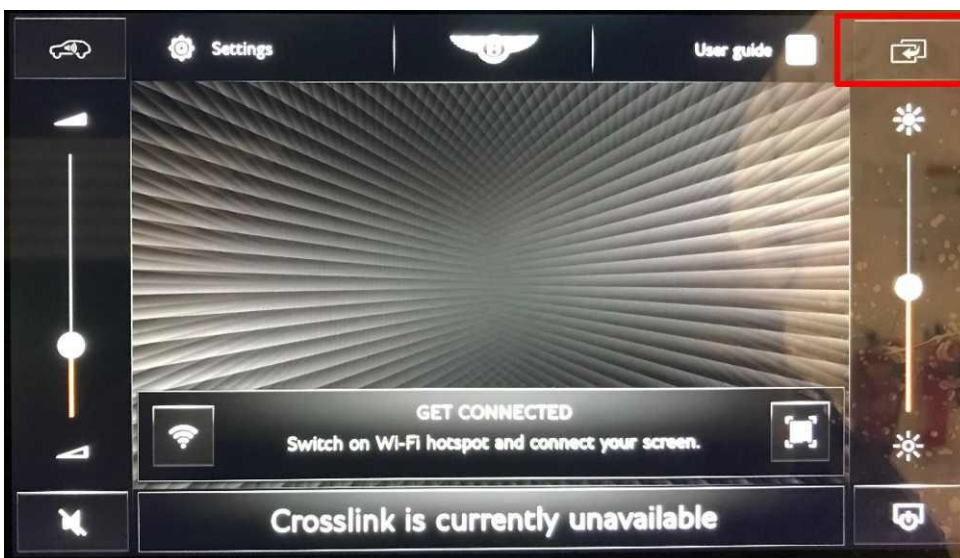


Figure 2



Figure 3

Technical background

The new Rear Seat Entertainment system is being continually improved by Bentley Motors

Some features are temporarily unavailable including the 'crosslink' and 'audio to car' these features will be available as an Over The Air update.

No workshop visit is required once the updates are available