

# Technical product information

|                 |                                                                                                                                   |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------|
| Topic           | Online radio - Change of provider                                                                                                 |
| Market area     | Germany E02 Bentley rest Europe (6E02),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05) |
| Brand           | Bentley                                                                                                                           |
| Transaction No. | 2068804/1                                                                                                                         |
| Level           | EH                                                                                                                                |
| Status          | Approval                                                                                                                          |
| Release date    |                                                                                                                                   |

## New customer code

| Object of complaint                                                      | Complaint type | Position |
|--------------------------------------------------------------------------|----------------|----------|
| information, navigation, communication, entertainment -> online services | functionality  |          |
| information, navigation, communication, entertainment -> radio mode      | functionality  |          |

# Vehicle data

## Bentayga and Bentayga EWB

### Sales types

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

# Documents

| Document name              |
|----------------------------|
| <a href="#">master.xml</a> |

## Customer statement / workshop findings

### Customer statement

The online radio (market dependent) provider name will change in the MMI display panel from Radio.Net to Audials

### Technical background

The online radio (market dependent) provider name will change from Radio.Net to Audials from the 13<sup>th</sup> December 2022.

The online radio (market dependent) provider name will change in the MMI display

NOTE: The new supplier (Audials) confirmed they will implement the same channels as Radio.net within the first quarter of 2023

### Production change

Not applicable.

### Measure

▪  
VERY IMPORTANT: The information within this TPI is only applicable to online radio services

In the event a customer concern is raised, please advise the customer of the online radio provider name change, please also advise the customer that any previously saved favourites will automatically clear therefore all previously saved channels will need to be saved again.

▪  
NOTE: The new provider 'Audials' delivers more channels than the previous provider, however some channels that were available (e.g BBC channels) from the previous supplier may now not be available

IMPORTANT: The available channels can vary and can be updated regularly by the provider

The My Bentley App will be updated to show the new provider details. This will be done either automatically if the customer has 'automatic updates' selected on their device, or by downloading the latest version of the app.