

## Technical product information

<b>Topic</b>	Netflix and Google cast operation issues - Bring your own content - Over The Air (OTA) Update to software version 12.2.2
<b>Market area</b>	Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2074230/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### 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

#### Sales types

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

## Documents

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

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### Customer statement / workshop findings

An Over The Air Update (OTA) is required for both of the Bring Your Own Content (BYOC) screens

The update addresses the following issues:

- Netflix browser compatibility issue
- Google Cast airserver certificate issues

### Technical background

Please conduct the instructions within the Measure section of this TPI to confirm if the (OTA) update is required to be conducted

Note: The (OTA) update has been designed to be applied by the customer without the requirement to visit the workshop however the retailer can also apply the update in the event the vehicle is visiting the workshop/retailer

Warranty claims should not be submitted in the event the update is conducted on behalf of the customer at the workshop/retailer

### Production change

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### Measure

**Follow the remaining instructions to confirm if an OTA update is required, if yes please follow all instructions to update the BYOC system to the latest available level (12.2.2)**

**However**

**Should there be no (OTA) updates available or the latest version has already been applied no further action is required**

1) Referring to Figure 1

- Ensure the BYOC screen has power (ignition is on and the power button is white)
- Press screen or power button to open quick menu
- Connect the BYOC system to Wi-Fi
- Open the Wi-Fi menu and select the Wi-Fi name from list
- Once connected, the orange icon will be shown above the settings icon on the quick menu when a software update is available



Figure 1

Referring to Figure 2

- To install the software update, open the 'Settings' menu
- Open the 'Software' menu
- Select 'Check for updates'



Figure 2

Referring to Figure 3

- A pop-up will be shown with the new software information

- Check the required version number is shown and available
- Confirm pop-up with 'OK' to start
- Follow the on screen pop-ups to download and install update

Tip: The download status will be shown

HINT: Select again to cancel download

- When the download is complete, select 'Install' update

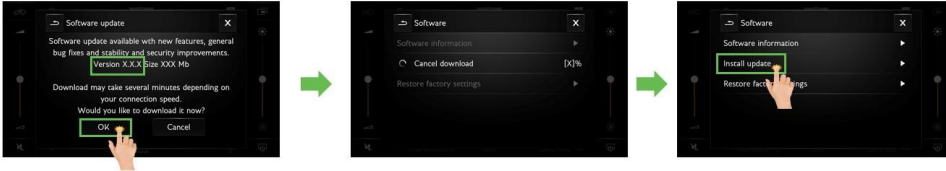


Figure 3

Referring to Figure 4

- Select 'Install'
- Select 'OK' to confirm
- Update starts and progress screen is shown
- Wait until the update is complete (100%)
- The BYOC will automatically restart when the update is complete



Figure 4

Referring to Figure 5

- After the restart, wait until the BYOC has fully loaded
- A pop-up will be shown to confirm the update has been successful
- Press 'OK' to close pop-up
- To double check the update is ok, go to 'Settings' then 'Software' then 'Software information'
- Check the software version number has been updated
- The correct software version for the latest update is **12.2.2**



Figure 5

Hint: Figure 6 shows the BYOC screen features once updated

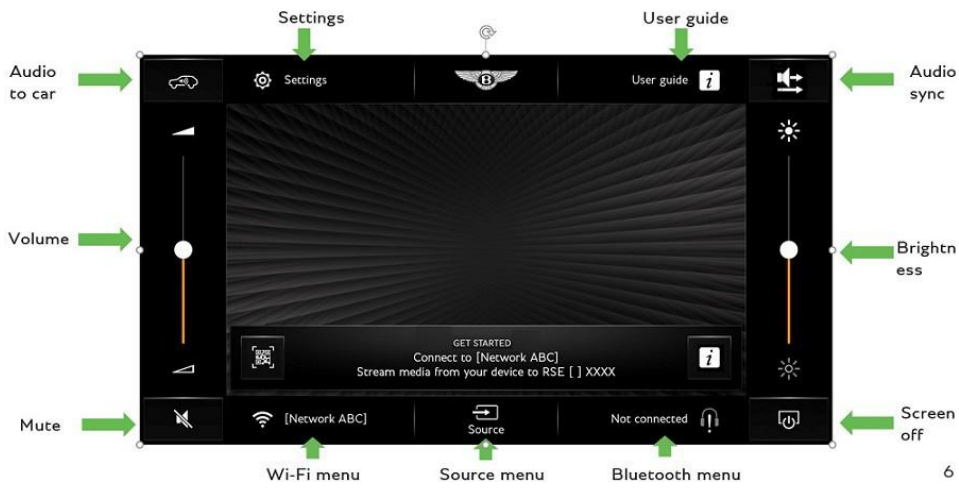


Figure 6

### Warranty accounting instructions

Over The Air updates are made available for customers to conduct without the need for the vehicle to visit the retailer, The retailer could either conduct the update for the customer or guide the customer through the process

Warranty claims for the OTA update must not be submitted

Any warranty claims will be cancelled