

Technical product information

Topic	BYOC Tablets - USB Media Source Not Available (NAR Only)
Market area	United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2081198/2
Level	EH
Status	
Release date	16 Jul 2026

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> audio, video, television -> tablet PC	functionality -> without function / defect	left
information, navigation, communication, entertainment -> audio, video, television -> tablet PC	functionality -> without function / defect	right
whole vehicle -> accessories -> tablet PC (accessories)	functionality -> without function / defect	right
whole vehicle -> accessories -> tablet PC (accessories)	functionality -> without function / defect	left

Vehicle data

Bentayga Series

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2026	E		*	*	*
4V1*	2027	E		*	*	*
ZV1*	2026	E		*	*	*
ZV1*	2027	E		*	*	*

Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z32*	2026	E		*	*	*

Documents

Document name
master.xml



Connection offline

Technical product information

Transaction No.: 2081198/2

BYOC Tablets - USB Media Source Not Available (NAR Only)

Release date: 16 Jul 2026

Customer statement / workshop findings

Customer Statement

The customer may report that Rear Seat Entertainment BYOC tablets cannot play content from a USBC memory stick because the USB source does not appear in the source menu.

Workshop findings

Customer findings are verified in the workshop.

The USB media source is not visible in the BYOC source list, and the tablet does not recognise a USBC memory device even when inserted.

No DTCs are stored, and the BYOC unit otherwise functions normally.

Technical background

The inability to access or play media from a USB-C memory device on BYOC tablets in the U.S. market is not a fault.

Due to CVAA (Twenty-First Century Communications and Video Accessibility Act) regulatory requirements applicable in the United States, the media playback menu from external USB storage is intentionally disabled. Therefore, BYOC tablets in the U.S. market do not support USB mass-storage media playback. This restriction is market-specific and software operates as designed.

Refer to the '*Measure*' section and perform all steps to completion.

Production change

Not applicable

Measure



Required Actions

1. Do not perform any hardware or software modification.
2. Explain to the customer that the USB-C media playback function is unavailable due to U.S. regulatory compliance requirements.
3. If the customer requires BYOC media playback, advise the following supported alternatives:



Use streaming applications available on the BYOC tablets where permitted. Use Bluetooth or Wi-Fi-based content transfer where supported.



NOTICE

Vehicles outside the U.S. market may have different functionality depending on local regulations, but no cross-market feature activation is permitted.