

Technical Service Bulletin

Topic	Unable to stream Infotainment media to the rear seat entertainment system
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2053931/2
Level	EH
Status	Released for publishing
Release date	May 17, 2019

New customer code

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

Vehicle data

Bentayga and Mulsanne

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y2*	2019	E		*	*	*
3Y2*	2020	E		*	*	*
3Y6*	2019	E		*	*	*
3Y6*	2020	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*

Documents

Document name
master.xml

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Condition

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

Technical Background

The ability to stream media to the rear seat entertainment system from the Infotainment system is no longer available from 19 model year onwards

Production Solution

Refer to the Technical background section of this TPI

Service

The retailer should explain to the customer that the 19 model year Infotainment system software does not permit streaming media (DVD/TV) to the rear seat entertainment system.

This is due to a legal change at the start of 19 model year which was required as part of an agreement with the Infotainment control unit supplier