

## Technical product information

<b>Topic</b>	Unable to stream Infotainment media to the rear seat entertainment system
<b>Market area</b>	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2053931/3
<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 -> radio, navigation, MMI, hard drive device functions	functionality	
information, navigation, communication, entertainment -> media playback	functionality	
information, navigation, communication, entertainment -> TV mode	functionality	

## Vehicle data

### Bentayga and Mulsanne

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y2*	2011	E		*	*	*
3Y2*	2012	E		*	*	*
3Y2*	2013	E		*	*	*
3Y2*	2014	E		*	*	*
3Y2*	2015	E		*	*	*
3Y2*	2016	E		*	*	*
3Y2*	2017	E		*	*	*
3Y2*	2018	E		*	*	*
3Y2*	2019	E		*	*	*
3Y6*	2017	E		*	*	*
3Y6*	2018	E		*	*	*
3Y6*	2019	E		*	*	*
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*

## Documents

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

Unable to stream Infotainment media to the rear seat entertainment system

## Customer statement / workshop findings

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

## Technical background

The ability to stream CD/DVD and TV to the rear seat entertainment system from the Infotainment system is no longer available from 19 Model Year onwards.

## Production change

Refer to the Technical background section of this TPI

## Measure

The retailer should explain to the customer that the Infotainment system software on models post 19 Model Year does not permit the streaming of media (DVD/TV) to the rear seat entertainment system.

This includes cases where a Rear Seat Entertainment tablet is replaced or the J794 Infotainment Electronics 1 (5F) unit is replaced or updated to the 19 Model Year software release (See affected part numbers list)

This is due to a legal change at the start of 19 Model Year required as part of an agreement with the Infotainment control unit supplier.

NOTE: This change only affects the media sources CD/DVD (audio & video) and TV when streamed directly from the main Infotainment (5F) unit to the RSE tablet. Media which is played on the tablet via a source other than the Infotainment (5F) unit, for example through a WIFI hotspot connection, is unaffected.