

Technical product information

Topic	Bring Your Own Content (BYOC) tablet does not electrically connect and / or loose and / or out of position
Market area	Russische Föderation (5RU),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)
Brand	Bentley
Transaction No.	2069267/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system display panel	functionality -> without function / defect	

Vehicle data

New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*

Equipment combinations

PR numbers
with 9WM
or with 9WQ

Documents

Document name
master.xml

Bring Your Own Content (BYOC) tablet does not electrically connect and / or loose and / or out of position

Customer statement / workshop findings

- One or a combination of the following are evident with the Bring Your Own Content tablet (BYOC)
- The tablet will not electrically connect or operate
- The tablet will connect and operate

However

The retention is compromised (not positively engaged)

- The tablet will connect and operate and appears to be in the correct position

However

The position of the tablet is not correct

Technical background

In the event the issue described is evident the operative must refer to the Measure section of this TPI

NOTICE

This issue is not applicable to vehicles specified with Rear Seat Entertainment (RSE) systems, only vehicles specified with Bring Your Own Content tablet (BYOC) are affected

Production change

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Measure

The operative must conduct the following:

- 1) Raise a technical DISS query and await feedback before conducting any further work

NOTICE

NOTICE TO PRODUCT SUPPORT:

- Please second level the DISS query to the applicable Senior Engineer and await feedback before responding to the retailer