Technical product information

Topic	The Netflix application cannot be updated within the (BYOC) rear seat entertainment system
Market area	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.	2073021/1
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 -> 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 Series and Bentayga Series

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
4V1*	2024	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Netflix application update prompt is shown within the (BYOC) rear seat entertainment system (Figure 1)

Figure 1

Technical background

In the event the issue described is evident the operative should conduct the instructions within the Measure section

Production change

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Measure

1) Navigate to the Aftersales Section of the Bentley Hub

2) Search for Zip file - BYOC-Bentley-OTA-32bit_chromium_H_R12

3) Upload the Zip files shown in Figure 2 to a suitable USB-C stick

ⓘ **NOTICE**
IMPORTANT NOTICE: Extract the files to the root of the USB-C stick (Not contained in any individual folders)

Figure 2

4) Insert the USB-C stick into the USB-C port on the left hand side tablet (Figure 3)

Hint: The USB-C stick shown in Figure 3 is for reference purposes only, the actual USB-C stick appearance will vary

Figure 3

- Select - Settings (Figure 4)

Figure 4

- Select - Software (Figure 5)

Figure 5

- Select - Check for updates (Figure 6)

Figure 6

- Select OK when requested (Figure 7)

Figure 7

- Follow all on screen prompts until the update has been successfully updated

5) Repeat step 4 on the right hand tablet

6) On completion raise a non-technical DISS query stating that both tablets have been successfully updated in conjunction with TPI **2073021/-**

Warranty accounting instructions

Warranty type 110 or 910

Damage service number 91 03

Damage code 00 55

Labour

Labour Operation Code 91 03 26 95 (Use 99 index until 04/04/24)

Time 10 TU