

Technical product information

Topic	Loading message displaying on the Infotainment screen
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.	2062006/1
Level	EH
Status	Approval
Release date	

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 -> infotainment sys. control using buttons, control panel, display panel	functionality	

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2021	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Loading system, please wait, message constantly displays on the Infotainment screen (Figure 1)



Figure 1

Technical background

Should the symptoms be the same as the description within the Customer statement/workshop findings section, the operative must carry out the instructions within the Measure section of this TPI

Production change

Not applicable

Measure

Restart the Infotainment system by pressing the volume rotary knob below the centre display screen for 10 seconds - Refer to the Owner handbook - Operating the Infotainment system - Using the controls

Or

The loading message will clear after a CAN bus sleep (20 minutes) The following should be conducted

- All doors must be closed
- Boot must be closed
- Bonnet must be closed
- The car must be locked ensuring the keys are outside of the car

Once all of the above criteria is met

- Check and confirm that the loading message is no longer evident on the Infotainment screen

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DTC's stored within 5F can be ignored unless the DTC's are causing other functional issues

Should the issue still be evident please raise a new DISS query or respond via the existing/open query