

## Technical product information

|                        |  |
|------------------------|--|
| <b>Topic</b>           | Infotainment home screen - Loading messages visible on start up in multiple tiles  |
| <b>Market area</b>     | 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) |
| <b>Brand</b>           | Bentley  |
| <b>Transaction No.</b> | 2061537/2  |
| <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 -> instrument cluster, displays, display panels        | functionality  |          |

## Vehicle data

### New Continental GT - GTC and New Flying Spur

#### Sales types

| Type | MY   | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| 3S3* | 2020 | E     |             | *           | *            | *                |
| 3S3* | 2021 | E     |             | *           | *            | *                |
| 3S4* | 2020 | E     |             | *           | *            | *                |
| 3S4* | 2021 | E     |             | *           | *            | *                |
| ZG2* | 2020 | E     |             | *           | *            | *                |
| ZG2* | 2021 | E     |             | *           | *            | *                |

## Documents

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

## Customer statement / workshop findings

Upon start-up of the "Home" screen, loading messages can be seen in some or all of the tiles (Figure 1)



Figure 1

## Technical background

A delay when loading tiles is normal, this is due to the amount of external data that is required to load each individual tile, including multiple pages of external data that can be associated with each individual tile.

Some tiles will naturally take longer to load than others. For example, APPS, NAVIGATION and MEDIA are likely to have a greater delay in loading than other tiles this is due to the amount of external data required to display the relevant information.

*TIP:* If required, the delay can be reduced by only selecting tiles that do not communicate with external data sources, for example CAR or CLIMATE functions

A technical DISS query should be raised by the retailer to highlight the issue described is evident

## Production change

Not applicable

## Measure

Not applicable