

Technical product information

Topic	Infotainment screen turns red sporadically
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2055846/4
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 -> instrument cluster, displays, display panels	functionality	

Vehicle data

New Continental GT and New Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*

New Flying Spur

Sales types

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

Documents

Document name
master.xml

Customer statement / workshop findings

Infotainment screen turns red sporadically (Figure 1)



Figure 1

Technical background

A technical DISS query should be raised by the retailer to highlight the issue described is evident
Refer to Measure section of this TPI

Production change

Under investigation

Measure

Reset the Infotainment system as follows:

- Press and hold the volume rotary switch (Figure 2) for 10 seconds



Figure 2

Customer information

- Following the reset of the system the issue should not re-occur