

Technical product information

Topic	Infotainment screen stalls at Initialising
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2061536/4
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 - GTC and New Flying Spur

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		*	*	*
3S3*	2022	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Upon start-up of the Infotainment system, the home screen appears to be stuck in the "Initialising" stage, when this scenario is evident a spinning wheel is visible (Figure 1)



Figure 1

Technical background

The issue occurs when the Infotainment system is shut down with the "Home" menu screen displayed. The Infotainment will start up on this screen the next time the vehicle is started

Should the symptoms be the same as the description within the Customer statement/workshop findings section the operative should complete the questionnaire and carry out the instructions within the Measure section of this TPI

Once completed the questionnaire should be attached to an existing or already open DISS query

Production change

Not applicable

Measure

-

Please ensure the completed questionnaire and any additional videos / photographs supporting the fault descriptions are attached/included within the DISS query (before submitting)

MMI Screen malfunction description

Goes Blank	Fully or partially
Goes blurry	Fully or partially
Goes blue	Fully or partially
Goes White	Fully or partially
Unresponsive	Yes or No
Sound without image	Yes or No
Image without sound	Yes or No

Comment

Frequency of the failure

Everyoperation Yes or No

Most operations Yes or No
Occasionally Yes or No
Happened once Yes or No
In Specific conditions Yes or No

Comment

Inputs or actions when failure occurs

At ignition cycle Yes or No
In normal driving Yes or No
When engaging reverse Yes or No
During Top view engagement Yes or No
When selecting Media options Yes or No
When selecting Navigation options Yes or No

Other

Comment

Location of incident or when first observed

At customer home Yes or No
Travelling on regular route Yes or No
Travelling on highway Yes or No
Travelling in the City Yes or No
Stationary at Traffic light Yes or No

Other

Comment

Reset Attempts

Operation resumed after short time Yes or No
Operation resumed after vehicle left overnight Yes or No
Operation resumed after ignition turned on/off Yes or No

Other

Comment

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If vehicle has been brought to the retailer for investigation, Technician should complete the following: How was the car delivered to the workshop?

Towed Yes or No

Driven Yes or No

Comment

Has initial investigation been carried and can you confirm the following?

Customer concern can be replicated Yes or No

Fault identified with DTC on ODIS log Yes or No

Any rectification carried out using available existing TPI Yes or No

Comment

Has the vehicle been presented for the same problem before?

Is this a repeat concern? Yes or No

If repeat, was there a repair carried out previously? Yes or No

Was the repair effective and fixed the problem then? Yes or No

Comment

Reset the Infotainment system as follows:

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



Figure 2

Does functionality return after resetting the Infotainment system? Yes

or No

Comment

NOTE: Please ensure the completed questionnaire and any additional videos / photographs supporting the fault descriptions are attached/included within the DISS query (before submitting)