

Technical product information

Topic	Infotainment screen turns red sporadically
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2055846/7
Level	EH
Status	Released for publishing
Release date	02-Nov-2022

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		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*

New Flying Spur

Sales types

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

Documents

Document name
master.xml

Customer statement / workshop findings

Infotainment screen 'Goes Red Fully or partially' within the MMI Screen (Figure 1)



Figure 1

Technical background

The operative should complete the questionnaire within the Measure section of this TPI, once completed the questionnaire should be attached to an existing or already open DISS query the operative should await feedback before conducting any further work

Production change

Under investigation

Measure

NOTE: 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

Every operation	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

- Atignition cycle Yes or No
- Innormal 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

- Atcustomerhome 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)