

Technical product information

Topic	Infotainment screen turns red sporadically
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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.	2055846/8
Level	EH
Status	Released for publishing
Release date	28-Sep-2023

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		*	*	*
3S3*	2024	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
3S4*	2024	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		*	*	*
ZG2*	2024	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

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



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)