

Technical product information

Topic	Loading system message in the Infotainment screen (screen stuck)
Market area	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)
Brand	Bentley
Transaction No.	2073231/2
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 -> infotainment sys. control using buttons, control panel, display panel	functionality	

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2021	E		*	*	*
4V1*	2023	E		*	*	*
4V1*	2024	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

The Infotainment system is stuck on the loading screen (Figure 1)

- Loading system, please wait message is visible on the Infotainment screen



Figure 1

And / Or

- Bluetooth audio player drops out

Technical background

NOTICE

If the issue can be reproduced the operative **MUST** raise a technical DISS query and await feedback before conducting with any further work



Note To Product Support: Second level the DISS query to the Electrical Senior Engineer and await feedback before conducting any further work

Or

In the event the issue cannot be reproduced the operative must conduct all instructions within the Measure section

Revision history TPI 2073231/2

Step 1 added within the Measure section

Production change

Currently under investigation

Measure

1) Press / hold the Infotainment system power button for 10 seconds

- Once the power button has been pressed for 10 seconds please continue with the remaining steps until complete

2) Using the Settings menu, navigate to the System maintenance screen as shown in Figure 2

- Select - Restore factory settings > Follow all onscreen prompts until complete



Figure 2

3) Confirm the Loading system, please wait message is no longer visible within the Infotainment screen

⚠ CAUTION

DO NOT REPLACE ANY PARTS

– WARRANTY CLAIMS FOR PARTS REPLACEMENT WILL NOT BE APPROVED

PARTS REPLACEMENT WILL NOT RESOLVE THE ISSUE

ⓘ NOTICE

In the event the issue is still evident after the previously listed instructions have been conducted the operative must raise a technical DISS query and await feedback before conducting any further work

Parts information

⚠ CAUTION

DO NOT REPLACE ANY PARTS AS PARTS REPLACEMENT WILL NOT RESOLVE THE ISSUE