

## Technical product information

<b>Topic</b>	Apple CarPlay - Intermittent Disconnection / WiFi Configuration Message
<b>Market area</b>	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2081219/1
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	March 4 2026

### New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> mobile telephone functions, customer portal, applications -> display of mobile telephone screen (Apple CarPlay)	control units, services -> service not available	

## Vehicle data

### Continental GT/GTC

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z23*	2026	E		*	*	*
Z24*	2026	E		*	*	*

### Flying Spur

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z32*	2026	E		*	*	*

## Documents

<b>Document name</b>
<a href="#">master.xml</a>

## Customer statement / workshop findings

### Customer Statement

Customers may report one or more of the following symptoms:

- Apple CarPlay disconnects intermittently during use.
- A WiFi configuration message appears on the MMI screen for approximately 10–15 seconds.
- The message may also be displayed while using native vehicle navigation (not CarPlay).
- Issue may occur in specific geographic locations.

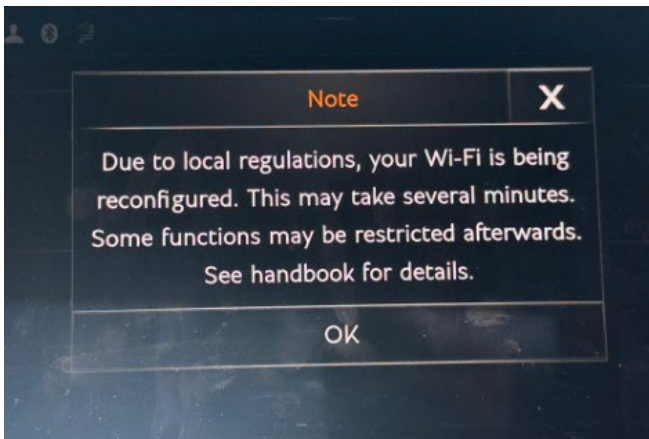


Figure 1. Wi-Fi reconfiguration Notice

### Workshop Findings

No DTCs (fault codes) are stored in any control module related to the infotainment or connectivity systems. Customers may be able to reproduce the concern more easily in certain known locations.

### NOTICE

**Important: Always capture a full ODIS diagnostic log, a clear video of the symptom, and record the exact GPS location(s) where the issue is repeatable.**

## Technical background

Refer to the 'Measure' section and complete all mandatory and diagnostics next steps to completion.

## Production change

Under Review

## Measure



### **Mandatory Diagnostic and Reporting Steps**

Raise a full DISS query addressed to the Electrical Technical Manager. Attach the following to the DISS ticket:

- Full ODIS diagnostic log
- Video capturing the complaint
- Exact location(s) (GPS coordinates if possible) where the symptom occurs
- Confirm whether the concern is strictly location-specific or occurs in multiple areas.



**As a temporary measure, customers may connect their device using wired CarPlay to avoid disconnections.**