

Technical product information

Topic	MMI Display Screen Malfunction Bentayga Series
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2081603/1
Level	EH
Status	Released for publishing
Release date	May 13 2026

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions -> monitor display	component / consumables -> flickering	
information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions -> monitor display	functionality -> faulty display	front
lighting system, signalling -> interior illumination -> background lighting -> MMI display illumination	functionality -> without function / defect	
information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions -> monitor display	component / consumables -> pixel error	

Vehicle data

Bentayga Series

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2025	E		*	*	*
4V1*	2026	E		*	*	*
ZV1*	2025	E		*	*	*
ZV1*	2026	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Customer Statement

Customers may report one or more of the following symptoms:

- Flickering of the centre display.
- Distorted/rolling/scrolling screen image.
- Display becomes partially unreadable or screen appears unresponsive.
- Intermittent image disruption after ~20–40 minutes of system usage.

Workshop Findings

The customer complaint was confirmed during workshop assessment, with the following observations identified during further investigation:

- Symptom is intermittent and may not be present at time of inspection.
- No dedicated DTC stored in system memory.

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

Attempt to reproduce the fault by system usage (20–40minutes) and capture clear photo/video of the symptom while occurring.

NOTICE

Raise a full Technical DISS query for second-level review by the Electrical TM and wait for further guidance. Await authorisation before continuing further work.



Include the following in the full technical DISS query

- VIN, model, MY
- Customer Statement: "2081603 Support"

- Full ODIS diagnostic log
- All photographic/video evidence of the symptom attached.

Product Support

Second-level the DISS query to the Electrical TM and wait for further guidance.