Technical product information

Topic	Bentayga_Infotainment System_Lock Up
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2049178/1
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 -> driver information system (DIS, MFI, MMI)	functionality	

New workshop code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> instrument cluster, displays, display panels -> MMI display panel	functionality -> faulty	front

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	*	*	*	*	C	000001	999999		

Documents

Document name
master.xml
master.doc

Customer statement / workshop findings

Infotainment system has **"locked up".**

Touch sensitive screen and control buttons do not respond when selected.

Technical background

The Infotainment system may intermittently freeze, resulting in the touch sensitive screen and control buttons not responding when selected.

Carry out the instructions within the **"Measure"** section of this Technical Product Information sheet (TPI), this will enable Bentley Motors to gather information relating to Infotainment system failures.

Please also refer to TPI – 2049177.

Production change

Not applicable at present.

Measure

With a complaint of Infotainment system **"lock up"** raise a DISS query and include the following:

- A clear Customer statement of the concern.

- Attach a clear video of the concern.

- Attach a clean diagnostic log with no faults recorded, unless specific errors will not erase.

- Engine temperature at the time of failure e.g. **"cold"** or **"normal** running **temperature".**

- Outside air temperature at the time of failure.

- Customer usage at the time of failure e.g. **"vehicle** was in a cool garage and was driven into strong sunlight and high ambient **temperature".**

- If applicable – the sequence of buttons pressed to initiate the concern.