Technical product information

Topic	Infotainment screen goes blank - Connecting to apple CarPlay
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2061173/1
Level	EH
Status	Approval
Release date	

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) -> media player (Apple CarPlay)	functionality -> defective function sequence	
information, navigation, communication, entertainment -> mobile telephone functions, customer portal, applications -> display of mobile telephone screen (Apple CarPlay)	control units, services -> service not available	
information, navigation, communication, entertainment -> mobile telephone functions, customer portal, applications -> display of mobile telephone screen (Apple CarPlay)	control units, services -> no access	

Vehicle data

Bentayga

Sales types

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

Documents

Document name
master.xml

Customer statement / workshop findings

Infotainment system locks up and displays a blank screen when attempting to connect Apple CarPlay (Figure 1)

Figure 1

Technical background

Should the symptoms be the same as the description within the Customer statement/workshop findings section, the operative must carry out the instructions within the Measure section of this TPI

Please Note: There are instructions for both Wireless and Wired Connections

Production change

Not applicable

Measure

Wireless connection

1) Pull/drag down the notification status bar from the top of the Infotainment screen (Figure 1)
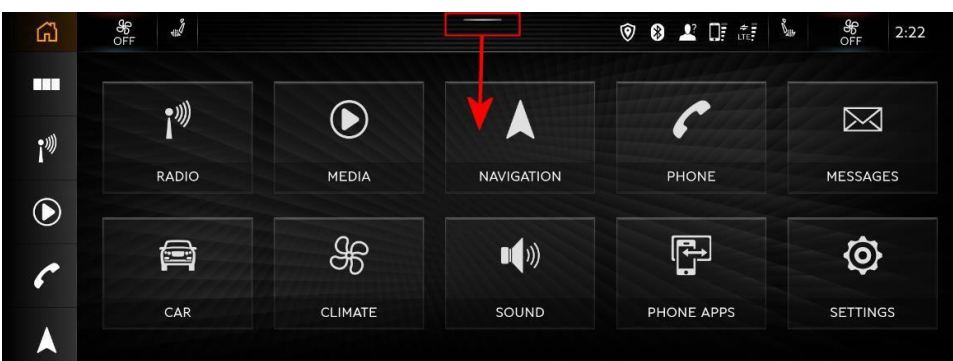

Figure 1

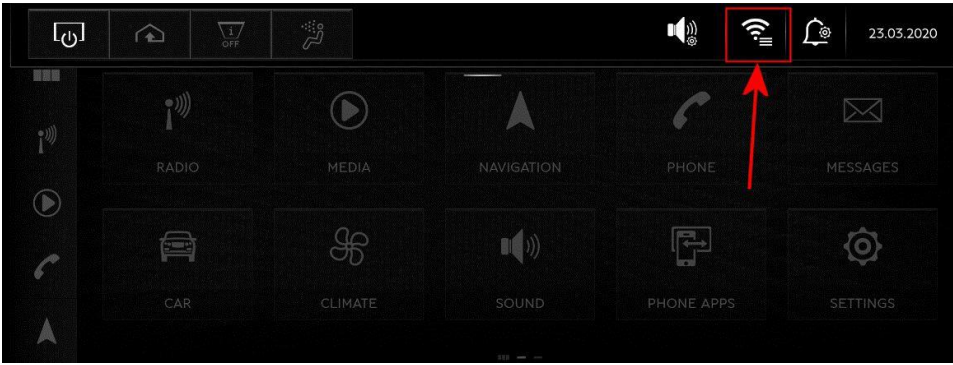2) Access the connected devices menu by pressing the Wi-Fi style icon (Figure 2)

Figure 2

3) The connected phone should show in the 'Bentley Smartphone Interface' option (Figure 3)

- Select/Press this option

Figure 3

4) The connected phone should be highlighted in this menu

- Press/select the applicable phone icon (shown on screen) to temporarily disconnect it from CarPlay (Figure 4 shows the phone in a non-connected state)
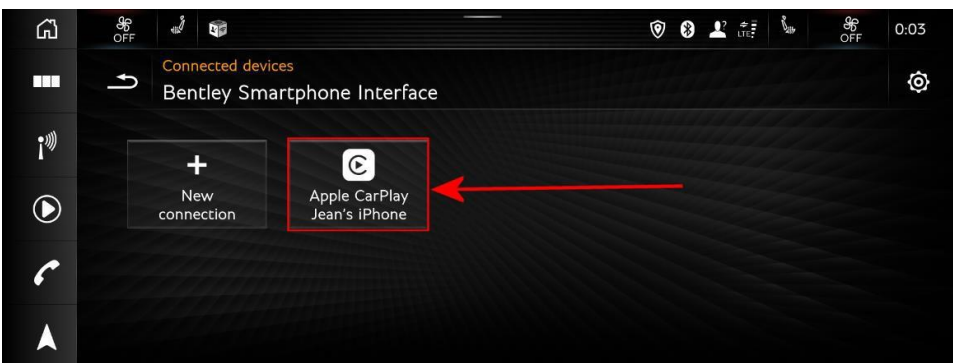

Figure 4

5) After the phone has been disconnected and the pop-up has timed out, press the phone icon again to re-connect

6) Wireless CarPlay should launch automatically at this point. If not, access this via the CarPlay option on the home screen

Wired connection

Disconnect and re-connect the cable - I MPORTANT: This must be done whilst the vehicle is stationary and in a safe location