

## Technical product information

<b>Topic</b>	Infotainment screen turns red sporadically
<b>Market area</b>	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2055846/5
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### 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 -> instrument cluster, displays, display panels	functionality	

## Vehicle data

### New Continental GT and New Continental GTC

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*

### New Flying Spur

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*

## Documents

Document name
master.xml

## Customer statement / workshop findings

Infotainment screen turns red sporadically (Figure 1)



Figure 1

## Technical background

- A technical DISS query should be raised by the retailer to highlight the issue described is evident  
Refer to Measure section of this TPI

## Production change

Under investigation

## Measure

Reset the Infotainment system as follows:

- Press and hold the volume rotary switch (Figure 2) for 10 seconds



Figure 2

## Customer information

- Following the reset of the system the issue should not re-occur