Technical product information

Topic	Infotainment home screen - Loading messages visible on start up in multiple tiles
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2061537/3
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 -> instrument cluster, displays, display panels	functionality	

Vehicle data

New Continental GT - GTC and New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Upon start-up of the "Home" screen, loading messages can be seen in some <u>or</u> all of the tiles (Figure 1)

Figure 1

Technical background

A delay when loading tiles is normal, this is due to the amount of external data that is required to load each individual tile, including multiple pages of external data that can be associated with each individual tile.

Some tiles will naturally take longer to load than others. For example, APPS, NAVIGATION and MEDIA are likely to have a greater delay in loading than other tiles this is due to the amount of external data required to display the relevant information.

TIP: If required, the delay can be reduced by only selecting tiles that do not communicate with external data sources, for example CAR or CLIMATE functions

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A technical DISS query should be raised by the retailer to highlight the issue described is evident

Production change

Not applicable

Measure

Not applicable