

## Technical product information

<b>Topic</b>	Infotainment screen goes blank - Connecting to apple CarPlay
<b>Market area</b>	Bentley: worldwide (2WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2061173/2
<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 -> 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 should complete the questionnaire and carry out the instructions within the Measure section of this TPI

Once completed the questionnaire should be attached to an existing or already open DISS query

Please Note: There are instructions within the Measure section for both Wireless and Wired Connections

### Production change

Not applicable

### Measure

NOTE: Please ensure the completed questionnaire and any additional videos / photographs supporting the fault descriptions are attached/included within the DISS query (before submitting)

#### MMI Screen malfunction description

Goes Blank	Fully or partially
Goes blurry	Fully or partially
Goes blue	Fully or partially
Goes White	Fully or partially
Unresponsive	Yes or No
Sound without image	Yes or No

Image without sound      Yes or No

Comment

Frequency of the failure

Every operation      Yes or No

Most operations      Yes or No

Occasionally      Yes or No

Happened once      Yes or No

In Specific conditions      Yes or No

Comment

Inputs or actions when failure occurs

At ignition cycle      Yes or No

In normal driving      Yes or No

When engaging reverse      Yes or No

During Top view engagement      Yes or No

When selecting Media options      Yes or No

When selecting Navigation options      Yes or No

Other

Comment

Location of incident or when first observed

At customer home      Yes or No

Travelling on regular route      Yes or No

Travelling on highway      Yes or No

Travelling in the City      Yes or No

Stationary at Traffic light      Yes or No

Other

Comment

Reset Attempts

Operation resumed after short time                      Yes or No

Operation resumed after vehicle left overnight                      Yes or No

Operation resumed after ignition turned on/off                      Yes or No

Other

Comment

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If vehicle has been brought to the retailer for investigation, Technician should complete the following: How was the car delivered to the workshop?

Towed              Yes or No

Driven              Yes or No

Comment

Has initial investigation been carried and can you confirm the following?

Customer concern can be replicated                      Yes or No

Fault identified with DTC on ODIS log                      Yes or No

Any rectification carried out using available existing TPI                      Yes or No

Comment

Has the vehicle been presented for the same problem before?

Is this a repeat concern?                      Yes or No

If repeat, was there a repair carried out previously?                      Yes or No

Was the repair effective and fixed the problem then?                      Yes or No

Comment

Wireless connection

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

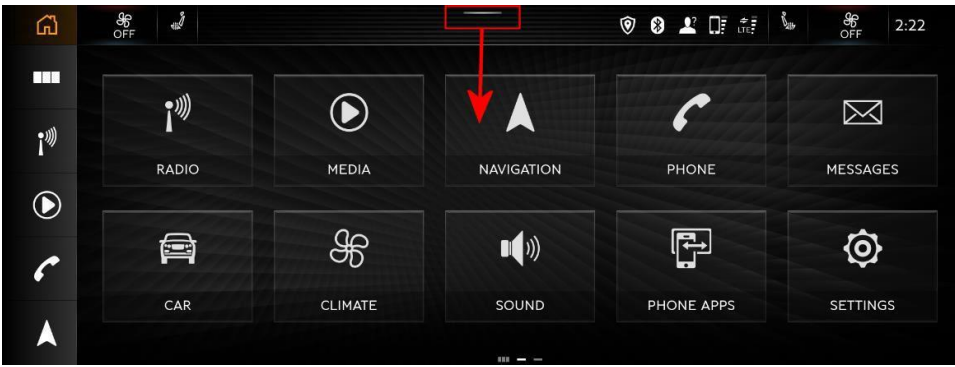


Figure 1

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

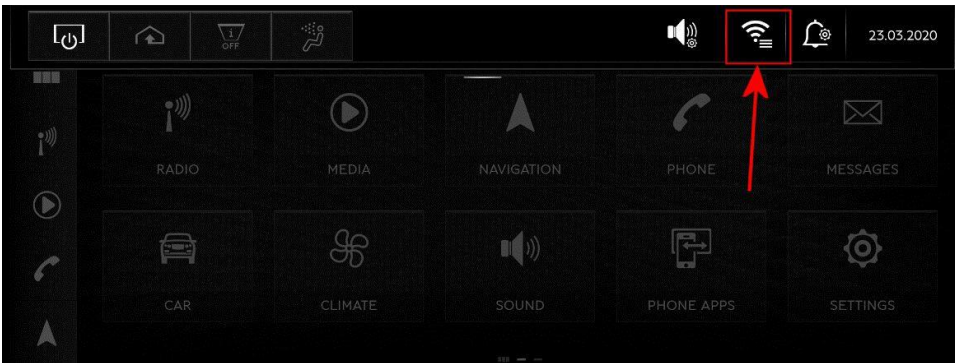


Figure 2

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)

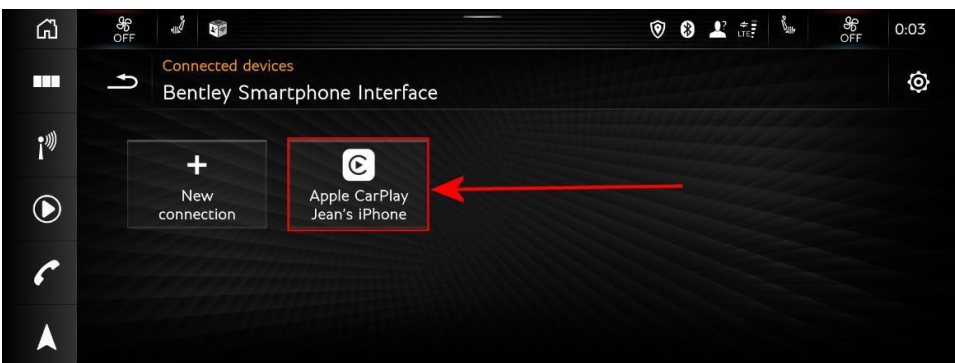


Figure 4

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

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