

Technical product information

Topic	Incorrect graphics shown within the MMI after replacement of the Electronic information systems control unit 1 (J794)
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2070031/1
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 -> radio, navigation, MMI, hard drive device functions -> monitor display	functionality -> defective function sequence	

Vehicle data

Bentayga V8 and W12 engine derivatives only

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V14D9	2021	E		*	*	*
4V14D9	2022	E		*	*	*
4V14D9	2023	E		*	*	*
4V14G9	2021	E		*	*	*
4V14G9	2022	E		*	*	*
4V14G9	2023	E		*	*	*

Documents

Document name
master.xml

Incorrect graphics shown within the MMI after replacement of the Electronic information systems control unit 1 (J794)

Customer statement / workshop findings

Workshop findings

After replacement of the Electronic information systems control unit 1 (J794) has been conducted the following graphic is evident within the MMI screen (Figure 1)



Figure 1

NOTICE

The graphic shown is for Hybrid vehicles only therefore it is incorrect for V8 and W12 engine derivative vehicles

Technical background

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Production change

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Measure

1) Perform a factory reset of the infotainment system through the MMI screen menu as follows:

- Settings > System maintenance > Restore factory settings

Then

- Accept to restore factory settings



If the above does not resolve the concern, please raise a Technical DISS query and await feedback before conducting any further work