

Technical product information

Topic	Infotainment screen stalls at Initialising
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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.	2061536/7
Level	EH
Status	Released for publishing
Release date	29-Sep-2023

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*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*
3S3*	2024	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
3S4*	2024	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Upon start-up of the Infotainment system, the home screen appears to be stuck in the "Initialising" stage, when this scenario is evident a spinning wheel is visible (Figure 1)



Figure 1

Technical background

The issue occurs when the Infotainment system is shut down with the "Home" menu screen displayed. The Infotainment will start up on this screen the next time the vehicle is started

Production change

Currently under investigation

Measure

Information for retailer/customer:

If the spinning wheel persists, functionality of the home screen can be returned by pressing the "home" button (Figure 2)



Figure 2