

Technical product information

Topic	Infotainment home screen - Loading messages visible on start up in multiple tiles
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.	2061537/6
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 "Home" screen, loading messages can be seen in some or 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



The operative should complete the questionnaire within the Measure section of this TPI, once completed the questionnaire should be attached to an existing or already open DISS query the operative should await feedback before conducting any further work

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

Comments

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

Comments

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

Comments

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

Comments

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

Comments

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

Comments

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

Comments

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

Comments



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