Technical product information

Topic	Infotainment screen turns red sporadically
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.	2055846/9
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 and New Continental GTC

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		*	*	*

New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Infotainment screen 'Goes Red Fully or partially' within the MMI Screen (Figure 1)

Figure 1

Technical background

Revision history   2055846/9

The original questionnaire has now been removed from the TPI

> **ⓘ NOTICE**
>
> **Please refer to the Measure section of this TPI**

Production change

Under investigation

Measure

Reset the Infotainment system as follows:

- Press and hold the volume rotary switch (Figure 2) for 10 seconds

Figure 2

> **ⓘ NOTICE**
>
> **In the event the issue is resolved the operative must raise a non-technical DISS query stating the issue is now resolved**

However

Should the issue still be evident the operative should raise a technical DISS query

Warranty   accounting   instructions

Warranty type - 110 or 910

Damage Service Number 91 96

Damage Code 00 40

Labour Operation Code 91 96 01 01 (Use 99 index until 08/02/24)

Time 10 TU