

Technical product information

| | |
|------------------------|---|
| Topic | Loading system message in the Infotainment screen (screen stuck) |
| Market area | Australia E04 Bentley rest Asia and Australia (6E04),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. | 2073231/1 |
| 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 -> infotainment sys. control using buttons, control panel, display panel | functionality | |

Vehicle data

Bentayga

Sales types

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| 4V1* | 2021 | E | | * | * | * |
| 4V1* | 2023 | E | | * | * | * |
| 4V1* | 2024 | E | | * | * | * |
| ZV1* | 2023 | E | | * | * | * |
| ZV1* | 2024 | E | | * | * | * |

Documents

| Document name |
|----------------------------|
| master.xml |

Loading system message in the Infotainment screen (screen stuck)

Customer statement / workshop findings

The Infotainment system is stuck on the loading screen (Figure 1)

- Loading system, please wait message is visible on the Infotainment screen



Figure 1

Technical background

NOTICE

If the issue can be reproduced the operative **MUST** raise a technical DISS query and await feedback before conducting with any further work



Note To Product Support: Second level the DISS query to the Electrical Senior Engineer and await feedback before conducting any further work

Or

In the event the issue cannot be reproduced the operative must conduct all instructions within the Measure section

Production change

Currently under investigation

Measure

1) Using the Settings menu, navigate to the System maintenance screen as shown in Figure 2

- Select - Restore factory settings > Follow all onscreen prompts until complete



Figure 2

2) Confirm the Loading system, please wait message is no longer visible within the Infotainment screen

⚠ CAUTION
DO NOT REPLACE ANY PARTS
- WARRANTY CLAIMS FOR PARTS REPLACEMENT WILL NOT BE APPROVED

PARTS REPLACEMENT WILL NOT RESOLVE THE ISSUE

ⓘ NOTICE
In the event the issue is still evident after the previously listed instructions have been conducted the operative must raise a technical DISS query and await feedback before conducting any further work

Parts information

⚠ CAUTION
DO NOT REPLACE ANY PARTS AS PARTS REPLACEMENT WILL NOT RESOLVE THE ISSUE