Technical product information

Topic	Infotainment screen stuck on loading - Message visible within the Infotainment screen
Market area	United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2073225/1
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	

Vehicle data

New Continental GT/C 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		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

One or a combination of the following issues are evident:

- Infotainment screen stuck on initialising

Or

- Loading messages are visible at start up (within multiple tiles)

Or

- Bentley Rotating Display (BRD) doesn't return to its previous state

Technical background

Should the symptoms within the Customer statement/Workshop findings section be evident please conduct the instructions within the Measure section

⚠ CAUTION
NOTE TO RETAILERS: The instructions within this TPI must only be conducted after permission has been given from Product Support via a technical DISS query

⚠ CAUTION
DO NOT UNDER ANY CIRCUMSTANCES APPLY THIS UPDATE WITHOUT PERMISSION BEING GIVEN VIA DISS

Production change

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Measure

1) In the event the symptom described is evident the operative must raise a technical DISS query and attach the following:

- **Clear videos showing the issue(s)**

And

- **Clear fault description**

And

- **Confirmation the symptom described is evident**

And

- **Supporting photographs which show the issue(s)**

And

- **Latest ODIS log(s) must be attached and saved online**

The applicable SD card will only be supplied if the criteria listed above is met

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Both updates within Section 1 and 2 must be conducted once permission has been given via a new or existing DISS query

Section 1

SD card update to Information control unit 1 - 005F using SD card (see Genuine parts section)

Section 2

SVM update is required to be conducted to update the Information control unit 1 - 005F

① NOTICE
Note: Please use the correct SVM code depending on model as detailed in the onward instructions

⚠ CAUTION
IMPORTANT NOTE FOR HYBRID VEHICLES:

- <u>Hybrid vehicles use a High voltage system and MUST only be worked on by suitably qualified personnel</u>

Section 1 - SD card update

- The closed-circuit voltage of the vehicle must be at least 12.5 V during the update. Connect a suitable battery charger to the vehicle. For further information refer to the Repair manual

- During the update switch off all unnecessary consumers (ventilation, seat heater, interior illumination etc) ensure the main light switch is set to 'off' and leave the driver's door open

- Because of the highest transmission stability you MUST use the diagnosis interface VAS 6154 (WiFi diagnostic tool) ONLY in USB operation or the cable-connected VAS 5055 for the reprogramming (updating) of control units. If these units are not available, the diagnosis interface VAS 5054 (A) can also be used in USB mode

- Do Not under any circumstances use a Bluetooth connection to conduct the reprogramming (updating) of any control units

2) Insert SD card MHI256 into SD card slot 1 (Figure 1)

VERY IMPORTANT: Do not under any circumstances remove the SD card or turn off the ignition whilst the update is being performed
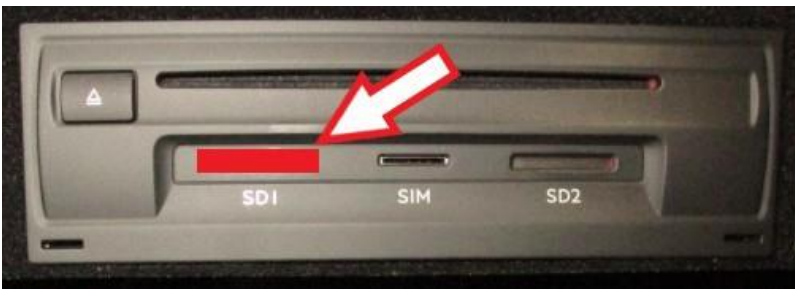

Figure 1

3) Press the "OK" and "MEDIA" button together (Figure 2) until the Red engineering menu screen is visible as shown in Figure 3

Figure 2

- Referring to Figure 3 - Select Software download

Figure 3

- Referring to Figure 4 - Select SD card 1

Figure 4

- Referring to Figure 5 - Select Standard

Figure 5

- Referring to Figure 6 - Scroll down and select - Start update

Figure 6

- Referring to Figure 7 - Select Start update

Figure 7

- Referring to Figure 8 - Select Continue

Figure 8

- When prompted select - Cancel back up documentation (Figure 9)

Figure 9

4) On completion of the SD card update – Remove the SD card

- Carry out the Software Version Management instructions in Section 2

Section 2 - Software Version Management (SVM)

5) Select and run Guided fault finding

- Referring to Figure 10 - Within the Special functions tab select SVM - Code Input (A) then select Perform test (B)
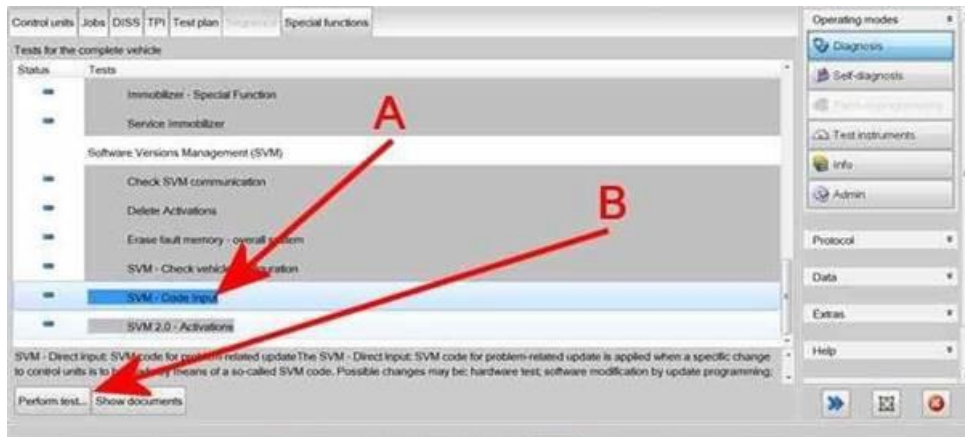

Figure 10

- On the next screen enter the correct SVM code depending on model as detailed below:

New Continental GT and New Continental GTC - **3705F1508**
New Flying Spur - **3715F1508**

- Select Adopt (Figure 11)

Figure 11

6) On the following screen, confirm the code - Then select Yes

- All control modules will be interrogated
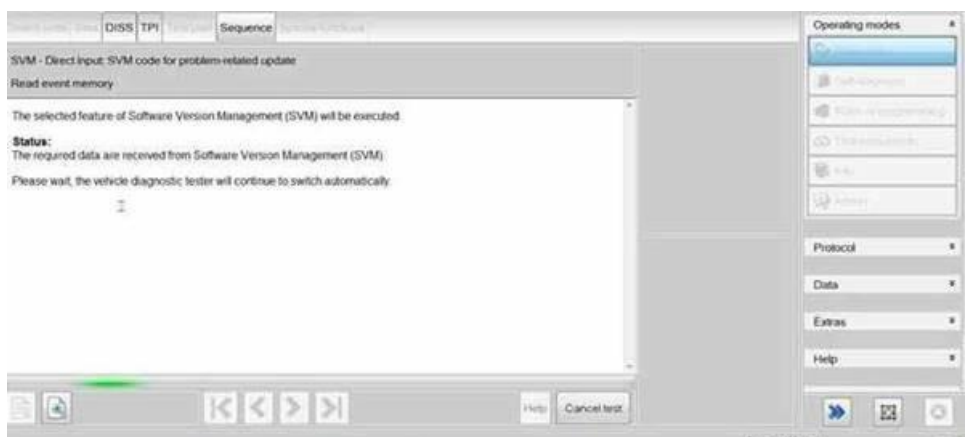- The SVM action will then take place (Figure 12)

Figure 12

- Once complete a summary screen will appear (Figure 13), this confirms successful completion - Follow all on screen prompts until program end

Figure 13

7) Switch off the ignition

- Remove the diagnostic interface from the OBD port
- Switch off and remove the battery charger from the vehicle
- Close the bonnet, boot and all doors
- Lock the vehicle
- Wait 5 minutes to allow the vehicle to go into bus silence
- When 5 minutes has elapsed, unlock the vehicle and open the driver's door
- Switch on the ignition
- Erase all applicable DTC's

Warranty accounting instructions

Warranty type   110 or 910

Damage service number   91 96

Damage code   02 02

Time to conduct the SD card and software update

Labour operation code   01 51 00 00

Time   As per ODIS log (Must not exceed 30 TU)

Parts information

SD card - MHI256

The operative must raise a DISS query ensuring the following:

- Clear fault description
- Photographs/videos showing the issue(s)
- Current up to date ODIS log must be supplied
- The SD card will be supplied should the criteria be met within the DISS query