

## 10" TOUCH SCREEN BLANK ON VEHICLE START

### Customer Voice

- *"Touch Screen is blank after I started the vehicle."*
- *"Audio still operates."*
- *"IPC still shows media and navigation information."*

### Technical description

- Software updates are now been integrated into **Safety Recall N972** and PIVI Infotainment Health Check workflow through TOPIx.
- As there is now a permanent solution to this concern through these methods, SSM76192 previously published on this matter has now been deleted.

### Action

- Follow **Safety Recall N972** or PIVI Infotainment Health Check workflow to complete the necessary software updates and correct the concern where applicable.

### Note

- SSM's are a stop gap to provide diagnostic or repair information until a permanent solution is available through workflow or other campaign action.

#### Title

Infotainment Health Check - PIVI - Test

