

Time in instrument cluster and on analog clock changes continuously and at random

Topic number	LI54.30-P-067251
Version	2
Function group	54.30 Instrument cluster, display instruments, hazard warning device
Date	12-08-2017
Validity	BR213 with code 464
Reason for change	Cause and remedy adapted.
Reason for block	

Complaint:

The time in the instrument cluster and on the analog clock changes continuously and at random. The clock in the display shows the correct time. See Attachment A.

Attachments	
File	Description
A.mp4	A

Cause:

Vehicles up to production year 2016: Damaged processor in IC

Remedy:

1. Vehicles up to production year 2016: Please replace the instrument cluster.
2. Vehicles as of production year 2017: Currently being clarified . Please create a PTSS case and supply videos of the failure, a quick test in PDF format and a current control unit log of the instrument cluster in PDF format. Do not scan printed variants.

Please also answer these questions below

How long has the customer had this failure?

Was there any specific triggering event, e.g. a software update?

When does the failure occur? e.g. after bus idle or after a long trip?

Can the failure be rectified? If so, how?

If the failure disappears by itself: When and in what situation?

Are any other functions impaired?

Is the failure temporary or permanent?

Can the workshop reproduce the failure?

XENTRY TIPS

Symptoms
Communication/information / Information display / Displays / Clock / Nonfunctional
Communication/information / Information display / Displays / Clock / Too fast
Communication/information / Information display / Displays / Clock / Too slow
Communication/information / Information display / Displays / Clock / Synchronization with navigation system nonfunctional
Communication/information / Information display / Displays / Clock / Remains stationary

Control unit/fault code		
Control unit	Fault code	Fault text
A1 - Instrument cluster (IC) (IC213)	-	-

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
54-6023	REPLACE INSTRUMENT CLUSTER		5440T 50	Cockpit clock shows incorrect readings

WIS-References			
Document number	Title	Note	Allocation
AR54.30-P-6015LWE	Remove/install instrument cluster	Valid for vehicles up to production year 2016! Validity: Model 213, 238	Remedy