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Countries:

Document ID: IK0800444

Availability: ISIS, FleetISIS, IsSIR

Revision: 5

Major System: ELECTRICAL SYSTEM

Created: 8/14/2013

Current Language: English

Last Modified: 10/17/2019

Other Languages: NONE

Author: Charles Schroeder

Viewed: 1358

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Coding Information

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Title: Driver Information Display won't boot up

Applies To: ProStar, LoneStar, LT, RH, HX

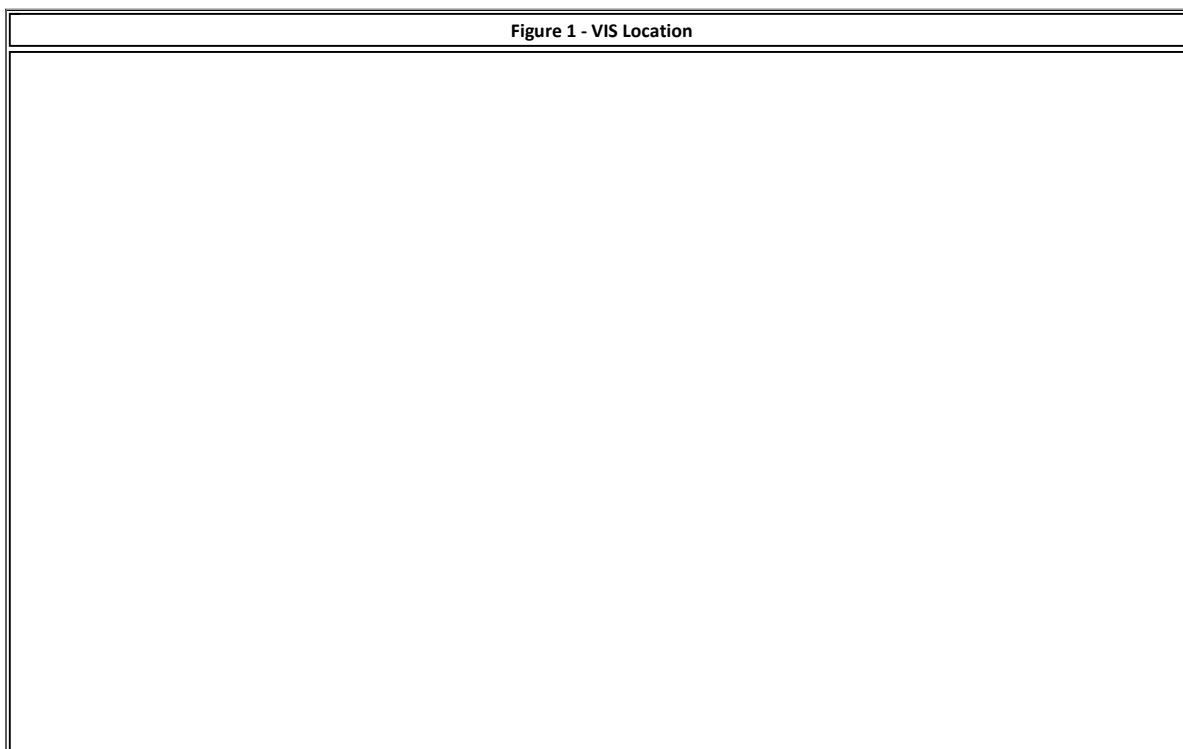
Change Log

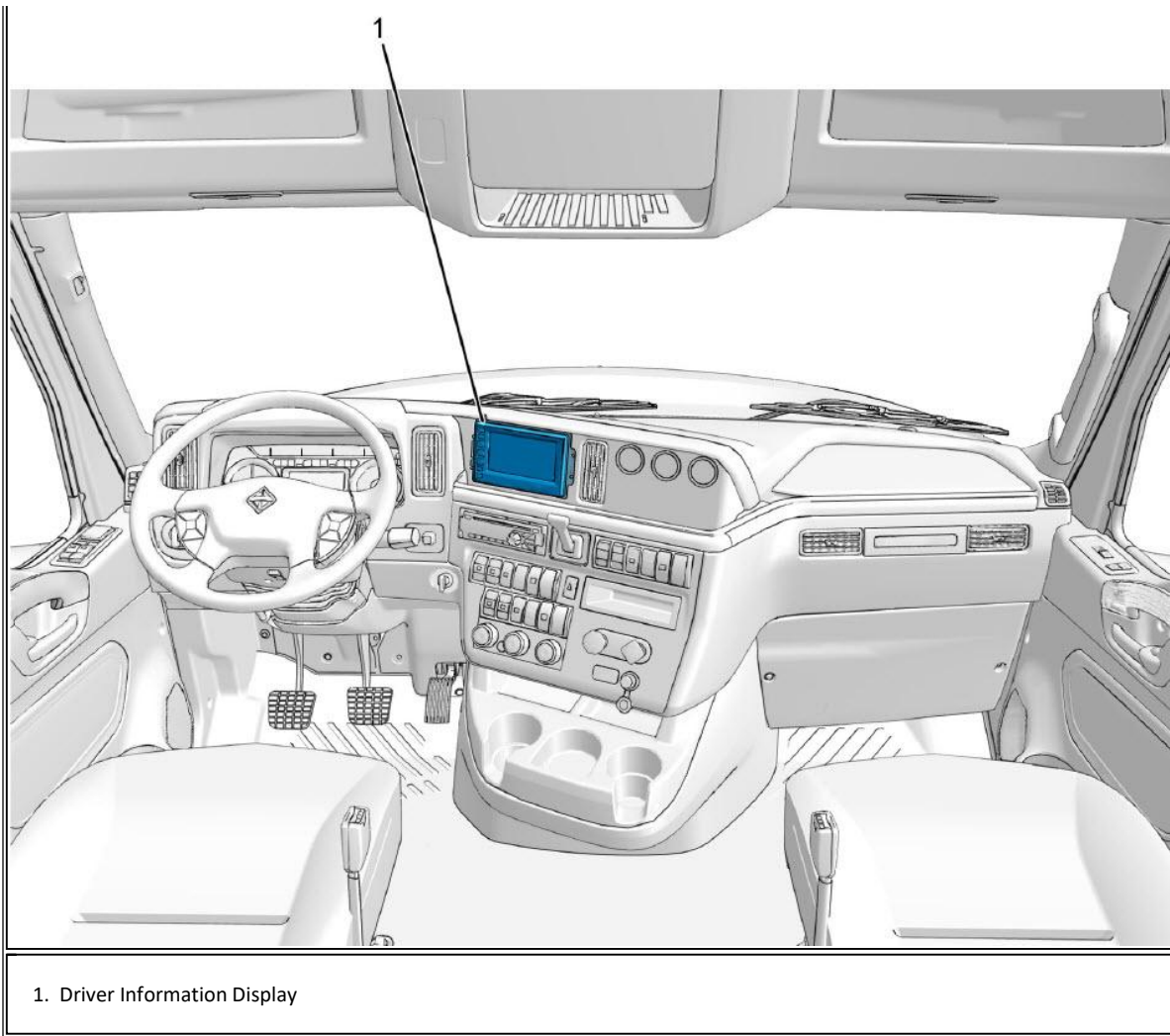
Please refer to the change log text box below for recent changes to this article:

<p>10/17/2019 - Added note under Service Parts Information.</p> <p>06/18/2018 - Added HX to the "Applies To:" model list.</p> <p>05/21/2018 - Updated service parts and repair procedures to include replacing the SD card. Added graphic for location in vehicle.</p> <p>10/21/2016 - Updated formatting. Added section for updating firmware on 6108650C4 / 6108655C4 VIS modules.</p> <p>06/24/2015 - Updated author for feedback purposes.</p>
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Description

The customer will report the Driver Information Display (VIS/DID) screen fails to boot up. It might show the international logo and appear to be in a boot up loop. A corrupt SD card will cause this issue. This article will outline how to identify the correct replacement SD Card as well as the procedure for replacing the SD Card.





1. Driver Information Display

Symptom(s)

Customer Observations or Concerns:

- VIS screen fails to boot up
- VIS screen stuck on International logo

Feature Codes

- 0016HLN, ELECT VEHICLE MONITOR IN WING PANEL
- 0016HLP, ELECT VEHICLE MONITOR/WING PANEL/WI-FI

Service Parts Information

Kit Description	Part Number	Quantity Required	Notes
Instrument, Display Module, Base	6108650C6	As Needed	T8510
SD Card	2519453C1	1	
Instrument, Module, Premium	6108655C6	As Needed	T8520
SD Card	2519454C1	1	

NOTE:

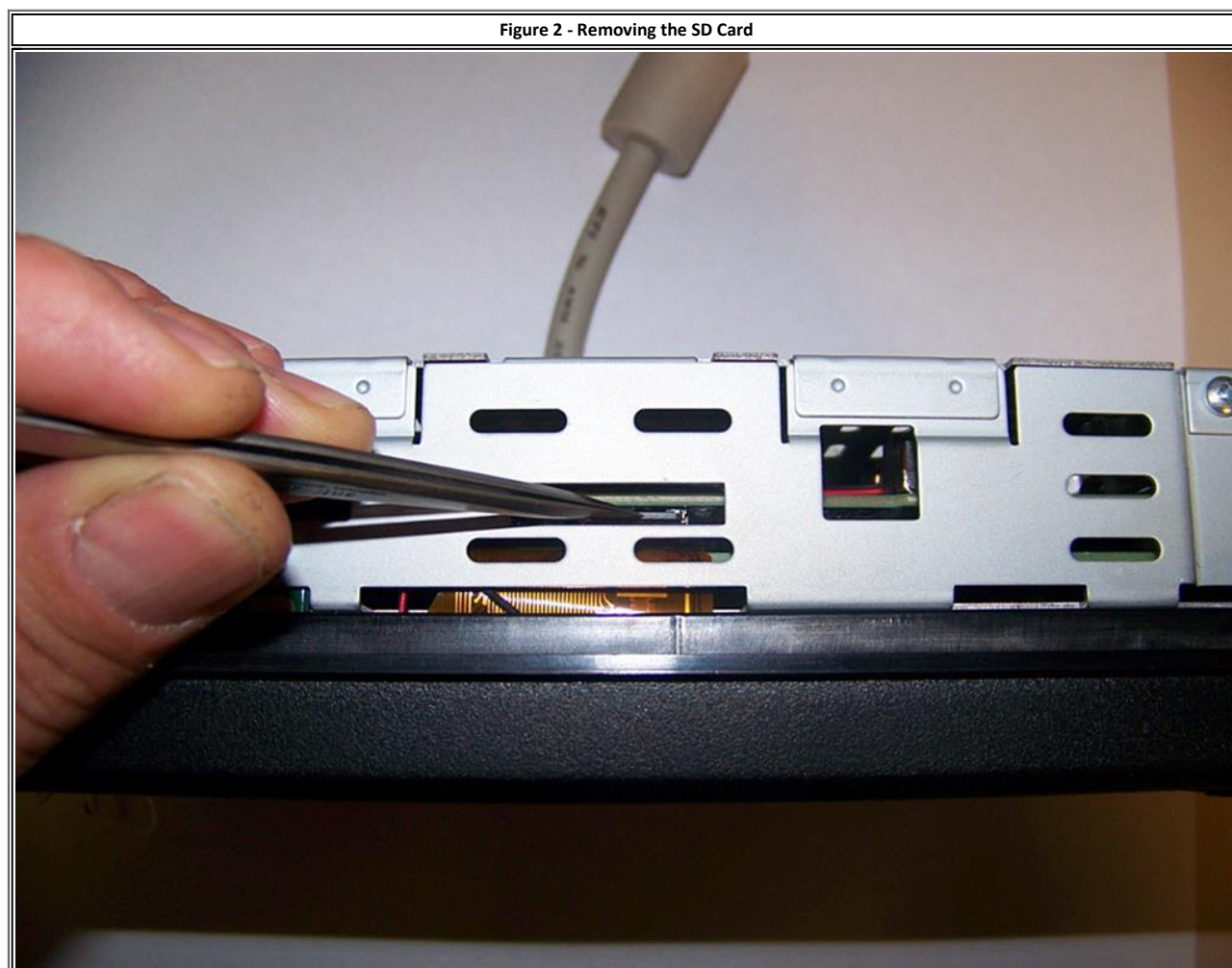
The replacement SD cards should only be used for the part numbers listed above. Other systems use a different SD card. This article does not apply to other systems or part numbers.

Diagnostic Step(s)

Step	Action	Decision
#1	DIAGNOSTIC: Monitor the VIS at first key on.	Yes: Check the VIS model or part number to determine if it is a Premium or Base display. Replace the SD Card as outlined in Repair Steps
	Does the VIS have a problem booting the main screen?	No: Verify customer complaint

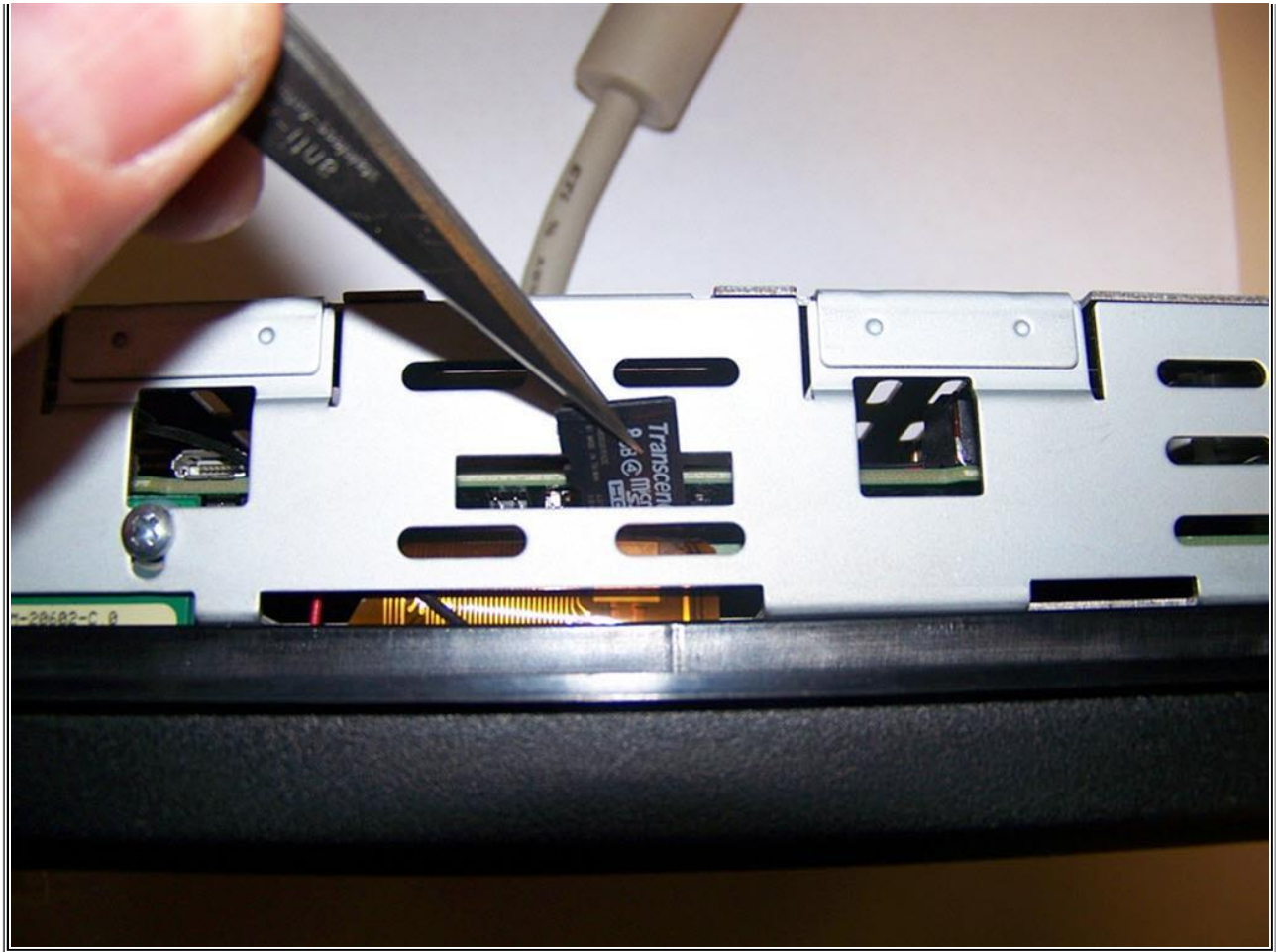
Repair Step(s)

1. Remove the VIS from the wing panel.
2. Flip over the T8500 system and locate the micro SD card. The access hole is on the bottom center of the system. See Figure 2.



3. Using fine point tweezers, press on the micro SD card until an audible “click” is heard, then release. The card should come out of the socket slightly.
4. Grab the micro SD card with the tweezers and pull out. See Figure 3.

Figure 3 - SD Card Removal



5. Note the orientation of the micro SD card when removed.
6. Take the new SD card, and push the card into the socket until the audible “click” is heard. This will lock the card into the socket.

CAUTION:

Do not to drop the micro SD card into the unit.

Warranty Information

Warranty Claim Coding:

Refer to the [Warranty Coding Manual](#) for Group and Noun Codes.

Standard Repair Time(s):

Refer to the [SRT Manual](#) for Repair Times

Other Resources

[Master Service Information Site](#)

Hide Details		Feedback Information	
		Viewed:	1357
		Helpful:	17
		Not Helpful:	0
Staff ID	Client ID	Comments	Created Date
	DY61906	You received the following feedback From: dy61906 - Travis Horning Email Address: thorning@pilusos.com Job Classification: SE008, Service Technician Dealer: PILUSO'S SERVICE, INC. Feedback: Have encountered the same fault on MV with the T8510 "base" unit. Same replacement part and unit was repaired. May want to adjust applicability.	10/17/2019 5:41:17 PM