

Display on driver's side remains sporadically dark

Topic number	LI54.30-P-069821
Version	3
Function group	54.30 Instrument cluster, display instruments, hazard warning device
Date	12-23-2019
Validity	BR177 with code 859 or 458+859 BR247 with code 859 or 458+859 BR118 with code 859 or 458+859
Reason for change	Revised remedy
Reason for block	

Complaint:

The display on the driver's side (instrument cluster) may remain dark upon opening the door and the welcome animation is not shown (see attachment). The display may continue to remain dark after the engine is started.

NOTE: This document is only relevant to the above complaint.

Attachments	
File	Description
instrument cluster display dark.jpg	Instrument cluster display dark

Cause:

- Software for instrument cluster control unit (N133/1)
- Software for display cluster (A40/16)
- Damage to HSVL lines, shielding, or connectors
- Hardware for display cluster (A40/16)

Remedy:

Ensure software for both the instrument cluster control unit (N133/1) and the display cluster (A40/16) are up-to-date

NOTE: Check whether any relevant DTCs are active or stored in the XENTRY quick test, and process these accordingly using XENTRY diagnosis before proceeding with the below steps.

1. Inspect the HSVL lines (and shielding) between N133/1 and A40/16. Proceed as follows to check the quality of the connections at the display:

- Remove the display from the dashboard leaving connections intact.
- With the display active, manipulate the HSVL lines and connectors and observe the the display for any loss of video signal.
- IF movement reproduces the problem, then check the seating/fit of the connector for both video lines on the display (A40/16).
- IF the connector is not visibly damaged, replace the video lines. Ensure the lines are routed properly when re-installing the display.
- IF the complaint re-occurs after installation of the new video lines then proceed with replacement of the display (A40/16).

If after the above measures are taken and the complaint still occurs please open a PTSS case with the following information:

- Initial quick test

XENTRY TIPS

- Instrument cluster (N133/1) control unit log
- Display cluster (A40/16) control unit log

Symptoms
Communication/information / Information display / Displays / Multifunction display / Multifunction display, menu / Not operable
Communication/information / Information display / Overall component / Instrument cluster, total failure / Malfunction

Control unit/fault code		
Control unit	Fault code	Fault text
A40/16 - Display cluster 'Instrument cluster and head unit' (ZAN) (DISP6) (A (177), CLA (118))	-	-

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			540SU 73	

Attachments

instrument cluster display dark.jpg:



XENTRY TIPS
