



SIB 65 23 22

2022-11-30

SERVICE ACTION: PANORAMIC DISPLAY TURNS BLACK

MODEL

E-Series	Model Description	Production Date
G70	7 Series Sedan	August 4, 2021 – July 11, 2022

AFFECTED VEHICLES

Affected vehicles which require this Campaign to be completed will show it as “Open” when checked either in AIR, ISPA NEXT or Warranty Vehicle Inquiry.

SITUATION

The Panoramic Display (PADI) screen may go black after start-up. The black screen condition is persistent and can only be ended with a module reset.

CAUSE

Unfavorable software in the Panoramic Display (PADI) may cause the display screen to go black on start up.

CORRECTION

Perform a reset on the Panoramic Display (PADI).

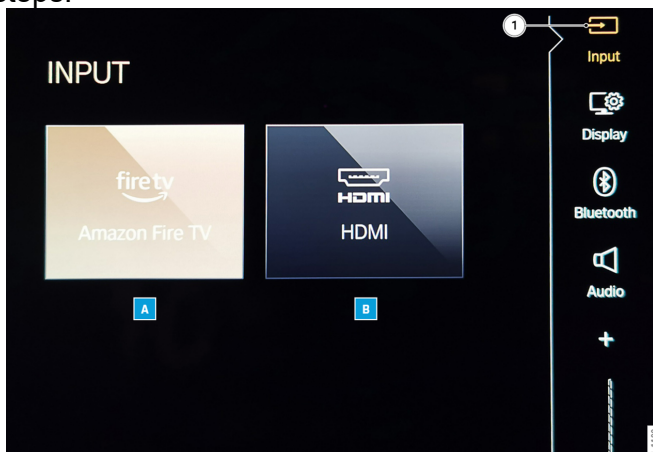
PROCEDURE

This issue is resolved with a reset of the PADI control module. Updating the software will not be necessary.

If the PADI screen is black when the vehicle arrives at the center, then the PADI module will need to be reset through ISTA first:

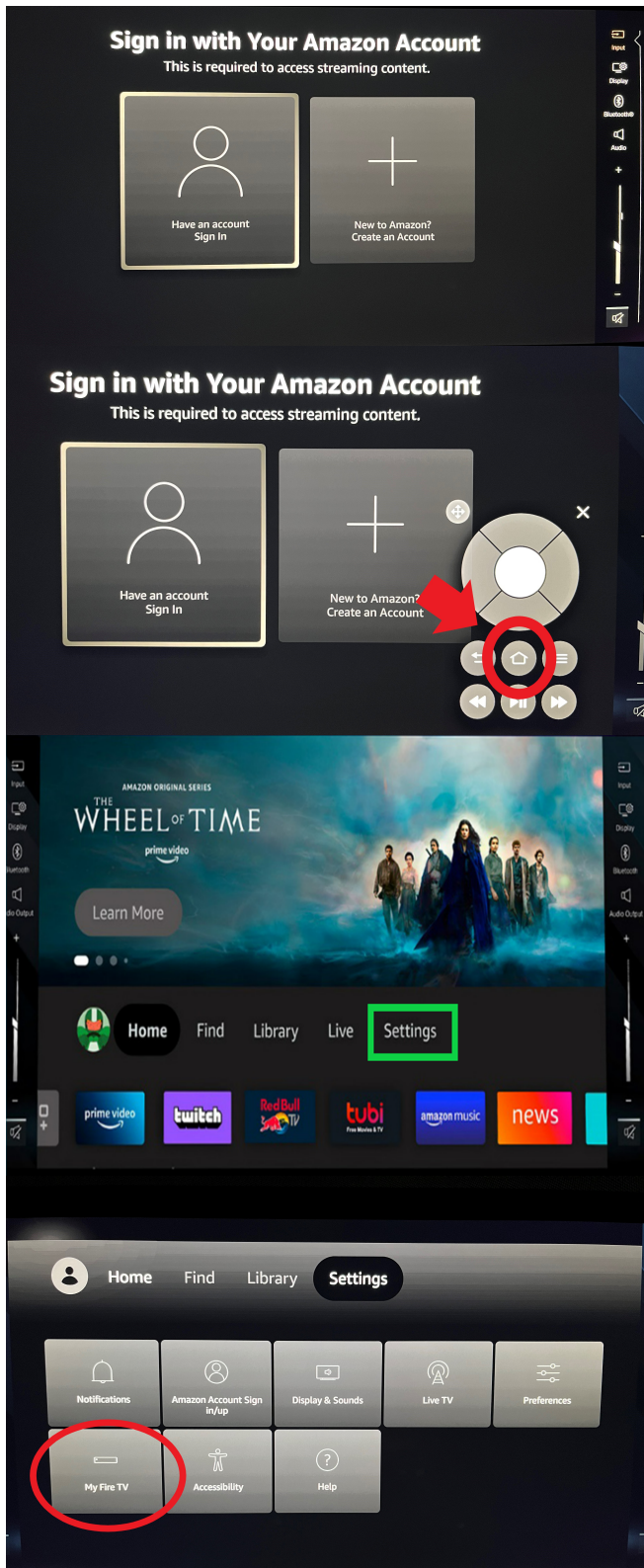
- Connect the battery charger to the vehicle.
- Connect the diagnosis system to the vehicle (ISTA 4).
- Select “Vehicle Information”.
- Select “Control Unit Tree”.
- Select “PADI”.
- Select “Call up control unit functions”.
- On the pop-up screen, select “Component Actuation”.
- Select “Reset Control Unit” and perform a control unit reset.

After the control unit reset is performed, or if the Panoramic Display is already functioning, follow the next steps:



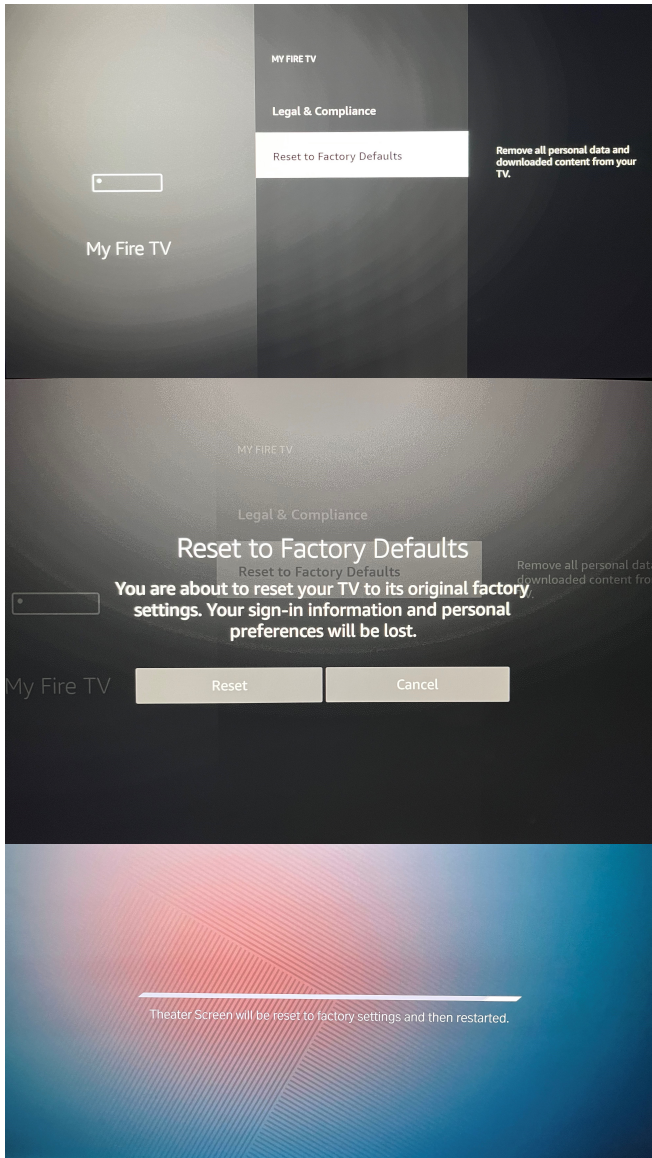
- On the panoramic display, select “Input” and then “fire tv”.

- If the customer has NOT set up “fire tv”



for their vehicle, a login screen will appear instead of the “Home” screen.

- The “Home” icon may be greyed out, which makes it difficult to leave the “Login” screen. Select the “Virtual Remote” and select the “Home” button as shown in the picture to the left to bypass this screen.
- In the middle menu of “fire tv”, click on “Settings”.
- In the “Settings” menu, select “My Fire TV”.
- Select “Reset factory settings” from the submenu.



- Select “Reset” and the process will begin.

- This screen will appear when the reset process has begun. The reset process can take as long as 10 minutes so be patient.
- The PADI will turn off and restart when the reset is complete.

CLAIM INFORMATION

Reimbursement for this Service Action will be via normal claim entry utilizing the applicable work package information below that applies.

Defect Code:	0065030400	---
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Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 73 744	Performing panoramic display factory reset	3 FRU
Or:			
# 2	00 73 745	Performing panoramic display module reset with ISTA and then panoramic display factory reset	5 FRU

Or:

The vehicle arrives at your center and this Service Action shows open (No other Main work will be performed or claimed during this workshop visit)

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 3	00 73 163	Performing panoramic display factory reset	5 FRU
Or:			
# 4	00 73 164	Performing panoramic display module reset with ISTA and then panoramic display factory reset	6 FRU

Only one of the flat rate labor operation codes listed above can be used for claim submission and reimbursement. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B65 23 22 WP 1), unless otherwise required by State law.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topics of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department