


Model series 294, 295, 296, 297 with Hyperscreen: Front Passenger Display shows dark, pixelated images during startup or shutdown

Topic number	LI82.85-P-074735
Version	2
Function group	82.85 - Navigation and Communication systems
Date	12/5/22
Validity	Model series 294, 295, 296, and 297 with code 535
Reason for change	Damage codes added, validity changed

Complaint

Customer states that the Hyperscreen Passenger Display (A40/26) may show dark, pixelated images when the display is starting up or shutting off (see attached picture). The complaint is not present when the display is in use and does not occur during every ignition cycle.

Note: The dark pixelated images do not appear in the driver or center displays for the Hyperscreen.

Attachments	
File	Description
Hyperscreen DISPP complaint.png	Hyperscreen Passenger Display Complaint
	

Cause

Implausible video transfer from The MBUX multimedia system (A26/17) during start-up and shut-down sequence. These digital artifacts do not affect the normal operation of the Passenger Display.

Remedy

XENTRY TIPS

An updated MBUX multimedia system (A26/17) software will be released in Q4 2022 which will remedy the complaint.

Note: Do not replace any parts for this complaint

Symptoms
Communication/information > Entertainment > Screen/display > Pixel error
Communication/information > Entertainment > Screen/display > Miscellaneous
Communication/information > Information display > Displays > Multifunction display > Function > Contrast/brightness/distortion

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			820VU50	Reference LI number in the repair order text