

Head-up display in model series167 is in-
termittently inoperative or pixelated

Topic number	LI54.30-P-078309
Version	1
Function group	54.30 - Instrument cluster, display instruments, hazard warning device
Date	8/19/24
Validity	Model series 167 code 804 with SA code 463
Reason for change	

Complaint

- Head-up display permanently or sporadically unavailable - with warning message in driver display
- Head-up display permanently or sporadically unavailable - without warning message in driver display
- Display permanently or sporadically discolored and out of focus

Attachments	
File	Description
HU+Meldung.jpg	



Distorted+HUD+image.jpeg



Cause

Previous N133/1 - Instrument cluster (IC) control unit software.

Remedy

Update the N133/1 - Instrument cluster (IC) software.

Note: Please do not replace any parts for this complaint.

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

Symptoms
Communication/information > Information display > Displays > Head-up display > Function > Contrast/brightness/distortion
Communication/information > Information display > Displays > Head-up display > Function > Pixel errors/segments missing
Communication/information > Information display > Displays > Head-up display > Function > Malfunction
Communication/information > Information display > Displays > Head-up display > Function > Difficult to read

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			820EB**	Please refer to this LI for the warranty claim