

IDMA 10" SCREEN BLANK ON START UP- NO AUDIO / IPC FUNCTION LOSS

Defender

- 23-24MY Defender

Concern

Vehicles equipped with the low line 10 inch IDMA screen may present with the following fault condition when starting vehicle.

- IDMA touch screen displays a blank screen after vehicle start up.
- Audio function remains operational in back round and will continue to play.
- Instrument Cluster will continue to display Media/Navigation options if selected.

Technical description

Software concern with the low line 10 inch IDMA display fitted to 23-24MY Defender has been identified which may potentially result in loss of display image on vehicle start.

- Reference **SSM76192 - 23-24MY Defender 10 inch IDMA screen blank on vehicle start.**

Action:

Complete the standard recommended diagnostic actions for infotainment concerns as outlined in SSM.

- CS022023 - Infotainment Diagnostic Check Sheet
- Infotainment Health Check- PIVI workflow.

Pending diagnostic results, proceed with the appropriate actions lists outlined in the SSM and proceed accordingly.

Note: If the fault condition does not match (example: Screen goes blank while driving, Audio lost, IPC Nav function lost) this must be investigated further and is not related to the software concern covered by **SSM76192**.

Further communication will be published in TOPIx and foreman call once software solution to rectify concern is available.