

Symptoms with driver display and / or central display

Topic number	LI54.30-P-078649
Version	1
Function group	54.30 - Instrument cluster, display instruments, hazard warning device
Date	12/3/24
Validity	Model series: 118; 167; 177; 243; 247 with HU7/NTG7
Reason for change	

Complaint

Symptoms with driver display and/or central display

Cause

Under analysis

Remedy

NOTE: Please do not replace any parts.

If you have symptoms with one or both displays, a TIPS case must be created. The TIPS case will be reviewed by MBUSA and GCSP.

NOTE: Please perform the following steps before creating a TIPS case:

Step 1: Check software release of the following control units to see if they are up to date; if necessary perform software update.

- Instrument cluster (IC177 / IC 177M)
- Head unit (HU6 / HU7)
- All displays (DISP6 / DISP7S2)

Reassess problem. If the problem is still present, continue with step 2.

Step 2: Perform swap (swap display with a display from a reference vehicle) and reassess problem. If the problem relates to the display, replace display. If the problem does not relate to the display, continue with step 3.

Step 3: Check electrical wiring harness and video line for routing, breakovers and external damage. Check contact springs and contact sockets for corrosion and bonding (photo documentation in micro view).

Check electric wiring harness for conductivity and short circuit, document measurement results in a measurement report or referenced wiring diagram using the CDT four level model.

XENTRY Tips

If the wiring harness and the video line is OK, please complete the attached questionnaire, create TIPS case according to list of requirements. Please add the following documents to the TIPS

case:

- Video of problem
- Completed questionnaire
- Current quick test with freeze frame results
- Measurement report and photo documentation of wiring harness
- Control unit log of head unit
- Control unit log of instrument cluster
- Control unit log of display cluster
- Log-files HU-logging (password via TIPS case)
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NOTE: Make sure to document the original customer complaint.

NOTE: Please refer to this LI in the warranty claim in the "Notes" section. The damage code of the component determined to be the root cause of the symptom must be used in the warranty claim.

Attachments	
File	Description
questionnaire.pdf	

Disclaimer

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 > Entertainment > Screen/display > Display dark -System running
Communication/information > Information display > Overall component > Instrument cluster, total failure > Malfunction

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