

<b>Reference</b>	SSM76192
<b>Models</b>	Defender / L663
<b>Title</b>	23-24MY Defender 10 inch IDMA screen blank on vehicle start
<b>Category</b>	Electrical
<b>Last modified</b>	20-Dec-2024 00:00:00
<b>Symptom</b>	207000 Entertainment Systems

**Content**

Issue:  
23-24MY Defender equipped with the low line 10" IDMA display may experience the following conditions after vehicle wake up and start.

- IDMA touch screen displays a blank screen- no image.
- Audio function remains operational and will continue to play.
- Instrument Cluster will continue to display Media/Navigation options if selected.

Cause:  
A software concern with the low line 10" IDMA display fitted to 23-24MY Defender has been identified which may potentially result in loss of display image on vehicle wake up and start.

Action:  
Software to correct this condition is now available through TOPIx Cloud.

1. Proceed with Fault & Breakdown process to complete PIVI- Health Check workflow
2. Verify IDMA touch screen is programmed to the latest available software level.
3. Raise an EPQR with title "23-24MY L663 10" Display blank on start-up", supply all available photos/videos of concern.

Once complete verify the IDMA touch screen is operating as designed prior to release.

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