

DEFENDER 10" TOUCH SCREEN BLANK ON VEHICLE START

Concern

Customer may report the following:

- *"Touch Screen is blank after I started the vehicle"*
- *"Audio still operates"*
- *"IPC still shows media and navigation information"*

Technical description

Concern identified with 10" IDMA software in 23-24MY Defender.

- Software concern may result in 10" IDMA display failing to output image after vehicle start.
- Fault condition would remain until vehicle sleep cycle is complete.

Action

Reference [SSM76192](#)

- Perform diagnostic steps in SSM to complete PIVI Infotainment Health Check workflow and update IDMA to latest software.
- Once update is complete, function test to confirm IDMA screen is operational on vehicle start.

