

Head-up display in model series 167 is intermittently inoperative or pixelated

Topic number	LI54.30-P-078309
Version	6
Function group	54.30 - Instrument cluster, display instruments, hazard warning device
Date	7/10/25
Validity	Model series 167 code 804 with SA code 463
Reason for change	Update to planned software availability
Reason for block	null

Complaint

Head-up display permanently or sporadically unavailable - with warning message in driver display (see attachment)

Head-up display permanently or sporadically unavailable - without warning message in driver display

Display permanently or sporadically discolored and out of focus (see attachment)

Attachments	
File	Description
HU+Meldung.jpg	HUD inoperative message



Distorted+HUD+image.jpeg

Distorted image



BR_167_HUD_Flicker_Inoperative_v1en.pdf

Questionnaire

Cause

Software for the A40/12 - Head-up display and N133/1 - Instrument cluster (IC)

Remedy

XENTRY Tips

Software for the A40/12 - Head-up display and N133/1 - Instrument cluster (IC) is now available. Please update both control units. Note that issues may still occur even after the currently available software updates.

Update: A new software version is planned to be released in Q4 of 2025. Once confirmed the LI will be updated. TIPS cases are no longer needed.

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.

Disclaimer

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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
		H	5481HEA	Please refer to this LI in the warranty claim