



ROADSTER HUB 10,25 connectivity and Blackscreen issue - 142655

Summary:

Some vehicles might lose the ability to play music through bluetooth or have a black screen displayed

Type:

General

TST Detail:**Problem:**

Various different connectivity and functionality symptoms with the 10.25 in Cluster:

- Bluetooth malfunction message / Device connection difficulty.
- Song displayed, but no sound is coming from the Audio output.
- Display freezes or goes black.
- Faults displayed in cluster.
- Radio plays at the same time as Bluetooth

Solution:

Perform TST [BRP 10.25in Touchscreen Bluetooth Connectivity Function - 145230](#)

Inspection Procedure:

Try to connect a different phone than the owner's one to see if issue is from the end user

Make sure audio output is set on speakers if no headset is used

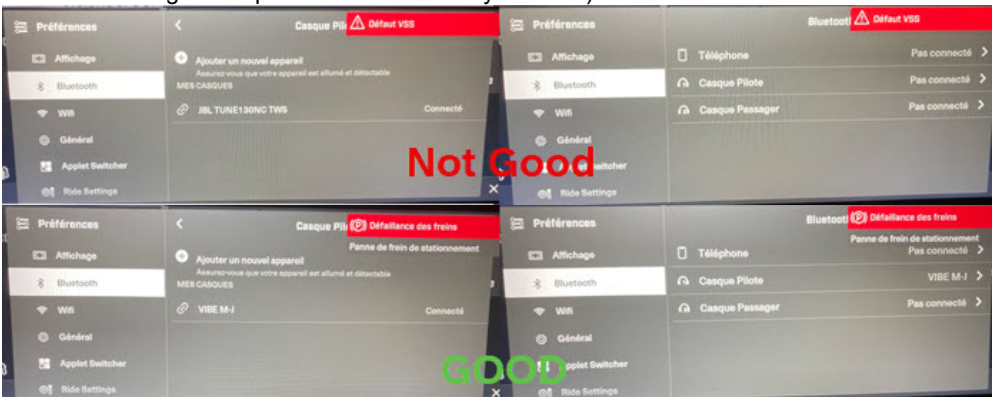
- If Bluetooth issue persist, gather information of the application in use, Phone Model and OS version when it stopped working.
- Connect headset with Bluetooth before connecting the phone with the USB cord
- **Only** the headset should be paired with the cluster via Bluetooth
- Parts replacement will not help with Bluetooth issues
- Refer to Bulletin [Troubleshooting_Guide for 10.25 in Touchscreen Display](#) for more information on the supported devices
- If black screen persist, please inspect engine ground for melted ScotchGrip



If the HCM ventilation procedure is not available please open technical case for guidance

Additional Info:

For **Apple Carplay** to work, the headset must be visible in both Bluetooth screen menus in order to connect (its possible that a headset meeting the requirements will not fully connect)



Warranty:

Regular or PDI warranty applies, use the cluster number as the causal part and labor as required, process should be no more than 0,5 hours

Attachment:

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