

Can-Am Motorcycle HUB 10,25 connectivity and Blackscreen issue - 144628

Visibility

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Information

Title Can-Am Motorcycle HUB 10,25 connectivity and Blackscreen issue - 144628

URL Name Can-Am-Motorcycle-HUB-10-25-connectivity-and-Blackscreen-issue-144628

Type General

Article 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.

Solution:

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

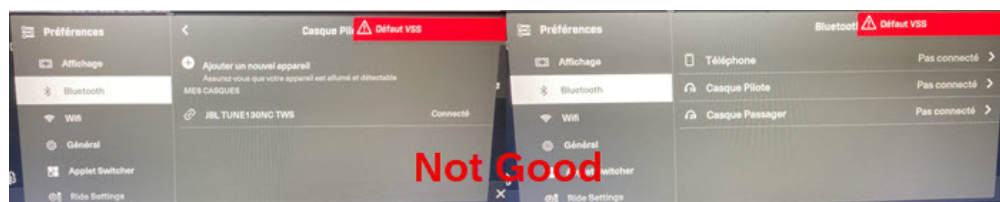
Inspection Procedure:

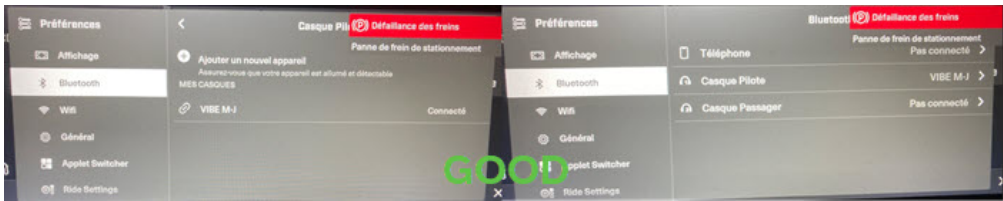
Try to connect a different phone than the owner's one to see if issue is from the end user
Make sure audio output is set on speakers if no headset is used

- 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
- The shorter the USB cord the more success we get (6 inch max for USB A-C)
- **Only** the headset should be paired with the cluster via Bluetooth
- Parts replacement will not help with Bluetooth issues
- Refer to Bulletin [ALL PRODUCTS 2026-9 Troubleshooting Guide for 10.25 in Touchscreen Display](#) for more information on the supported devices

Additional info:

Fo 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

Expiration Date 19/09/2027

Expiration Date
Comments

Original
Publication Date 19/09/2025

INTERNAL
Comments TST61Y025S10_en,cadran,hub,cluster,bluetooth,black screen,output,audio,carplay,

Related Serial
Numbers

Related Serial
Numbers 2

Video Id

Article Currency CAD

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Alert Expiration
Date