

July 2, 2025

XSeries Gen2 Display Firmware Update

Applies To: End users with Gen 2 vehicles delivered in late 2024

Date: 07/2/2025

Reference: Display Firmware Update – Reliability Improvement

Overview:

This service bulletin outlines a required firmware update for the display screens used in XSeries Gen 2 vehicles delivered in late 2024. Due to hardware improvements made to enhance display reliability, certain screens may require a firmware update to function properly.

Issue Description: Some users may experience issues such as the display screen freezing or blacking out during use. These issues are typically caused by compatibility between the updated display hardware and older firmware.

Required Action: Check the manufacturing date sticker located on the back of the display. Due to hardware changes, two different firmware updates are available. Please refer to the sticker on the back of the display to verify the manufacturing date. Updating the display with the latest firmware is expected to resolve freezing and blackout issues.



NOTE: MAKE SURE YOU USE THE CORRECT FIRMWARE UPDATE. Using the wrong firmware will cause irreparable damage.

Instructions:

1. Power off the vehicle.
2. Remove the display from the dash & disassemble the back housing to access the rear label.
3. Confirm the manufacturing date on the sticker.
4. Please note the manufacturing date and use the provided links below to download the correct firmware update.

[CLICK HERE TO DOWNLOAD FULL INSTRUCTIONS](#)

Please use this link to download the firmware file for manufacturing dates of **20240728 and Before:**

[CLICK HERE TO DOWNLOAD FIRMWARE UPDATE](#)

Please use this link to download the firmware file for manufacturing dates of **20240729 and After:**

[CLICK HERE TO DOWNLOAD FIRMWARE UPDATE](#)