Fiat 500e - malfunction of the digital touchscreen

Data sheet	
Manufacturer	Fiat
Vehicle model	500e
Engine	Electric
Engine code	46348460
Year of manufacture	2020 to 2025
Symptoms	Malfunction of the digital touchscreen
Recommended HGS tool	megamacsX

Important safety information

Malfunction of the digital touchscreen for all input in the infotainment system

With the above-mentioned vehicle type, it may be the case that all input via the digital keypad on the touchscreen is not possible or only possible with difficulty. The keypad for input appears briefly, but disappears again immediately. This means, for example, that it is not possible to enter a navigation destination.

If no other defects can be localised as the cause in the course of troubleshooting and during an ECU diagnosis, a check should be run to determine how far a software update is available for the infotainment system.

A software update can be carried out, for example, via Hella Gutmann macsRemote Services or by using a pass-through-capable diagnostic device from the mega macs series. Furthermore, registered access to the vehicle manufacturer's online portal is required. If the appropriate equipment is not available, please contact an authorised specialist workshop.

Once the cause of the fault has been rectified, delete the error memory and then carry out a test drive.

Please note

Please always follow the vehicle manufacturer's repair instructions when carrying out such work!This fault pattern can also occur in other vehicle models with a comparable equipment variant.

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