

STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: AUX And USB Ports Halo Lamps Do Not Illuminate At The Rear Seat Entertainment Port Location

Customer Complaint/ Technician Observation: The owner complains that the media ports on the rear side of the front seats (next to the video screens) are not illuminating. Technician has tested with the headlamps on and off in dark conditions and the halo lighting around the USB and AUX ports are not illuminating.

Discussion: Check to make sure the port lighting setting within the video screen settings is on. The control setting menu is located within the settings menu of the front seat video screens. Select settings and select port lighting > on or off.



This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found