

# STAR ONLINE PUBLICATION

**Case Number:** S2008000148

**Release Date:** 09/22/2020

**Symptom/Vehicle Issue:** Passenger Seat Rear Video Screen Has Horizontal Lines When Playing A DVD Through The External Disc Module

**Customer Complaint/ Technician Observation:** Owner complains of the passenger side seat rear video screen that has horizontal lines running through it while playing a DVD. All other video screens operate normally with no lines. Technician observed the lines displayed in the rear passenger side video display screen only; no DTC's stored or active.

**Repair Procedure:** Inspect all connections at the VRM (Video Routing Module) and the display screen involving power, ground and LVDS connections. Perform a voltage drop of the grounds at the USB port and the display screen to ensure proper ground prior to any other circuit testing or component replacement. If ground and power circuits tested ok, use the appropriate LVDS test adapters to confirm any issues with LVDS cable from screen to VRM Fig 1, 2 , 3.

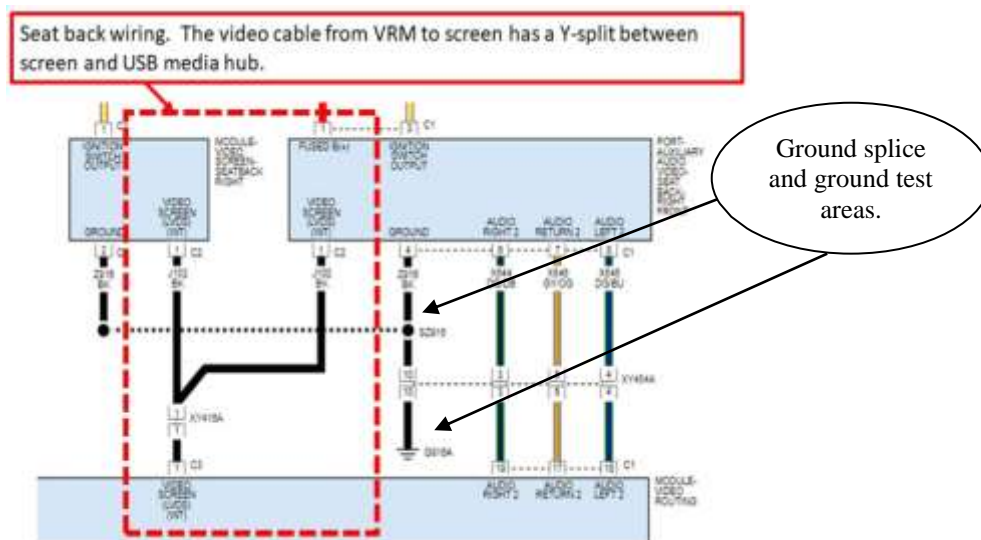


Fig 1

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**

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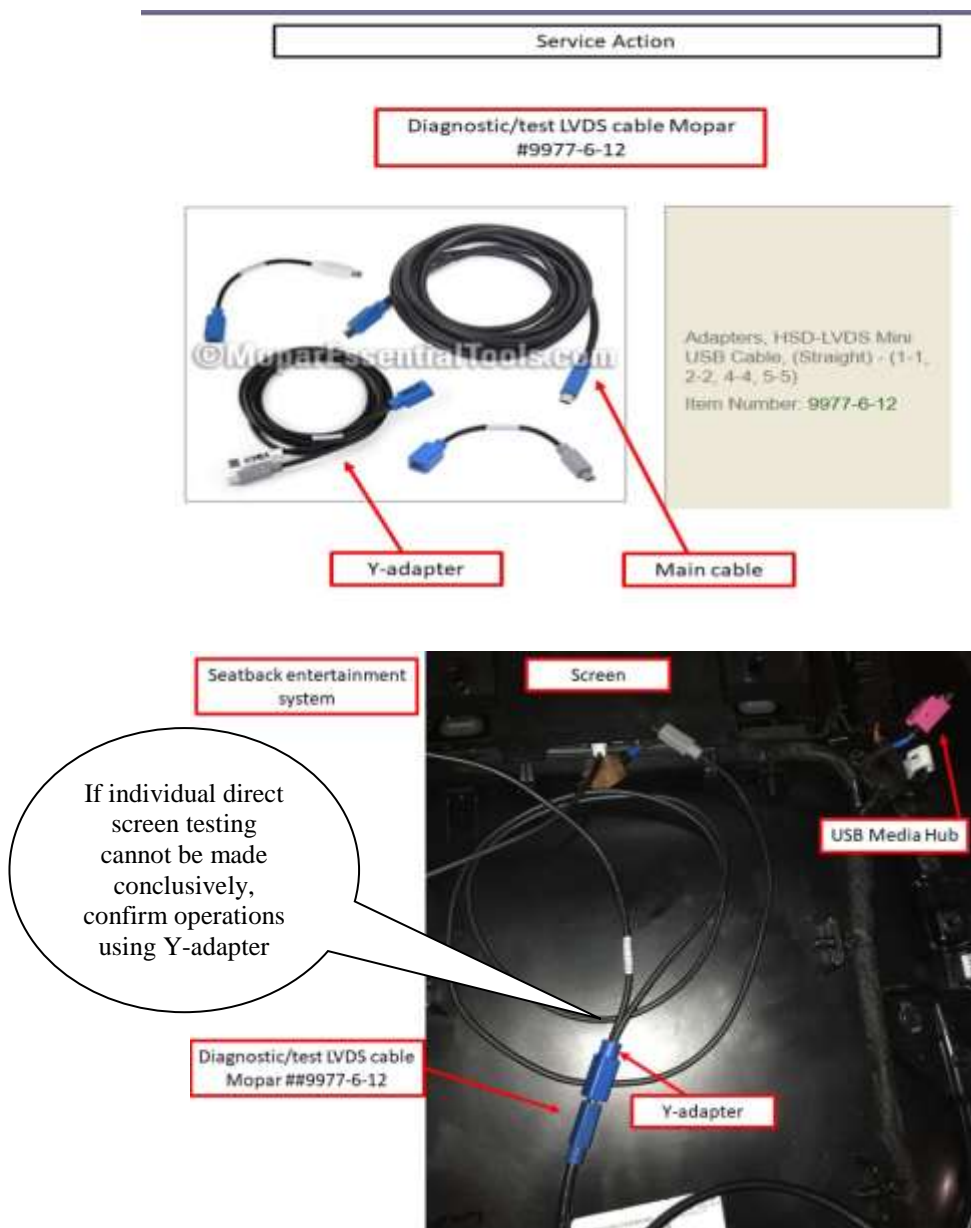
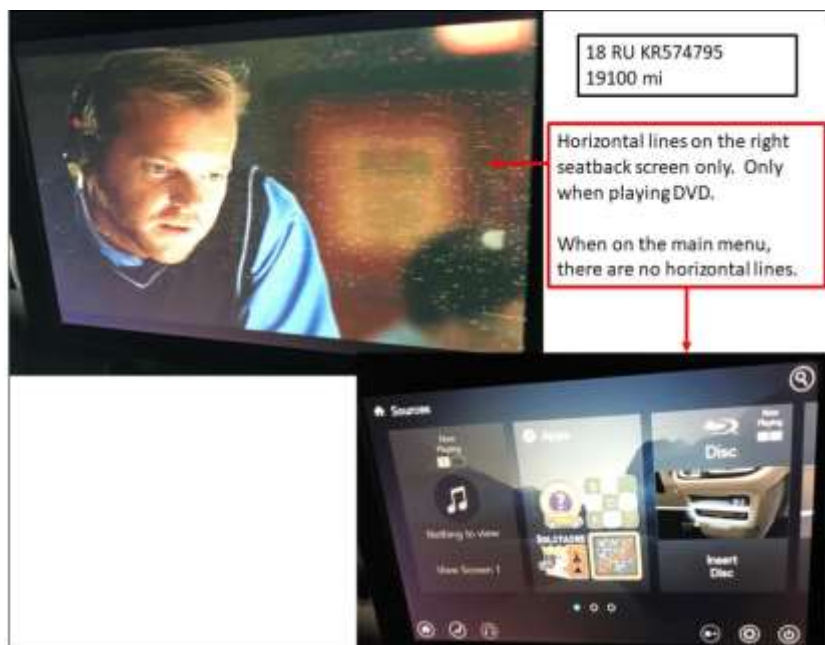


Fig 2

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Other LVDS test cables.




Item	Item Number	Description
	9977-6-10	<a href="#">Adapter, HSD-LVDS Cable, (Straight) - (1-1, 2-2, 3-3, 4-4)</a> Availability: Available
	9977-6-12	<a href="#">Adapters, HSD-LVDS Mini USB Cable, (Straight) - (1-1, 2-2, 4-4, 5-5)</a> Availability: Available
	9977-6-14	<a href="#">Adapter, HSD-LVDS Cable (Cross Over) (1-4, 2-3, 3-2, 4-1)</a> Availability: Available

Fig 3

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