

STAR ONLINE PUBLICATION

Case Number: S2008000166

Release Date: 10/29/2020

Symptom/Vehicle Issue: Rear Seat Entertainment Monitor Inoperative

Discussion: Rear seat entertainment monitor maybe inoperative. The system may have one of the flowing DTCs present. The codes may be active or stored.

B15AA-00 Lost Low Voltage Differential Signal (LVDS) at Connection with Display-1
B15AB-00 Lost Low Voltage Differential Signal (LVDS) at Connection with Display-2
U11BB-00 Lost communication with Video Routing Module

With the above codes, perform a wiggle test for wiring to check for any loose connection at the Video Routing Module and rear seat monitors, see pictures below. DTC mentioned above will change status from active to stored and back to active during wiggle test if problem is with wiring. If the connection at VRM module or rear seat monitors (back of driver and passenger seat) is found intermittent/loose, disconnect and reconnect the connection and check if the DTC's go stored and monitors are working. Also check the video circuits inline connectors if no issue is found at the monitors or VRM.

Verification: With the scan tool erase DTC's. If the DTC's return, follow the normal diagnostic procedure.

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. 1 Rear Screen Connector

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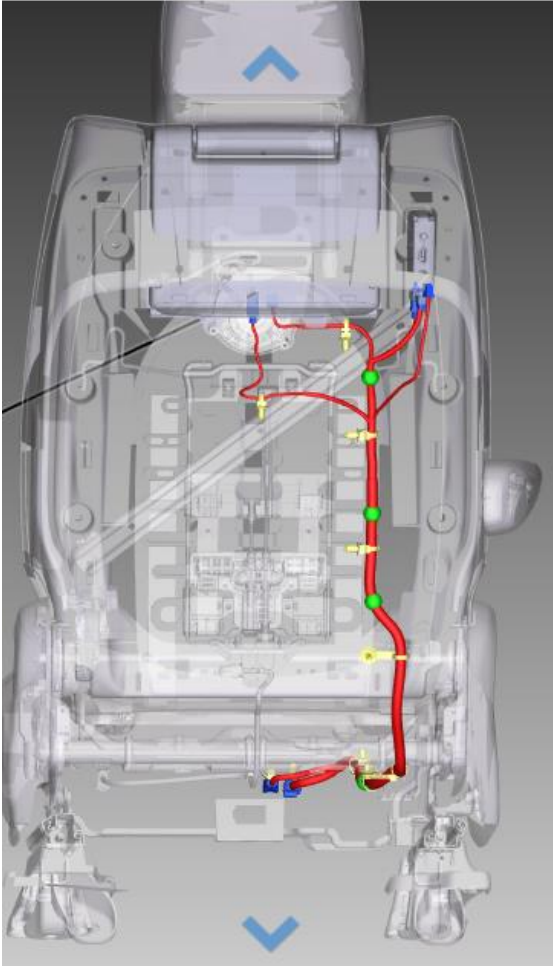


Fig. 2 Drivers side rear screen

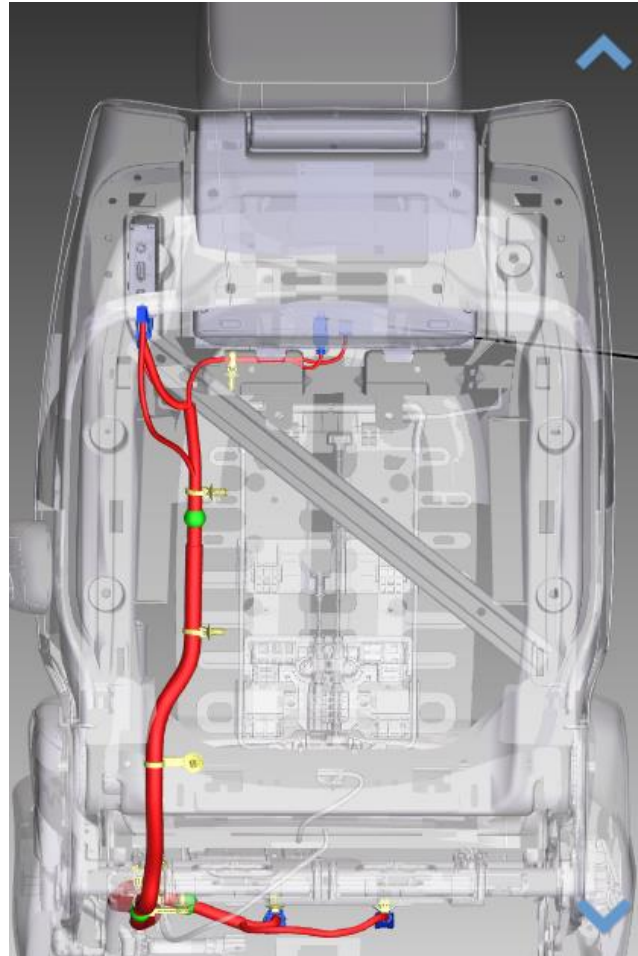


Fig. 3 Passenger side rear screen

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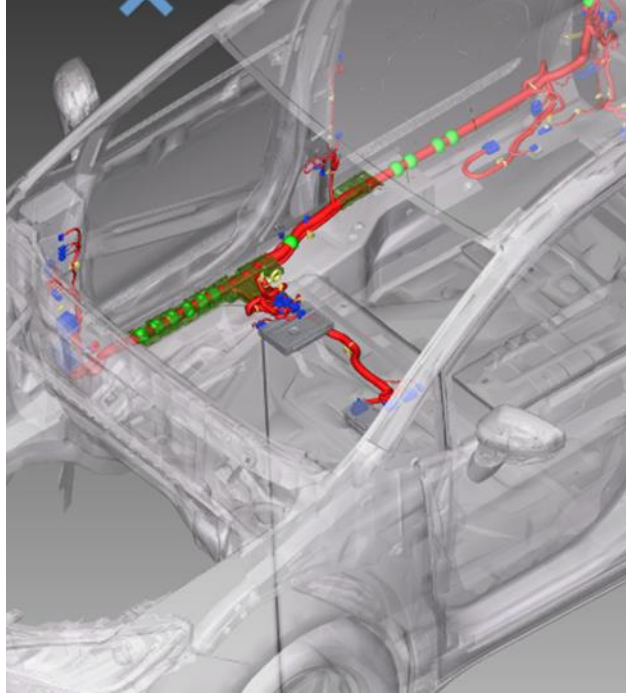


Fig. 4 Video Routing Module

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