



## STAR ONLINE PUBLICATION



**Case Number:** S2108000095 - REV. A

**Release Date:** June 2021

**Symptom/Vehicle Issue:** Rear Seatback Video Screen Goes Black When Selecting a Game Application

**Discussion:** Customer may notice that the rear seat video screen turns black after trying to select any game application. Engineering is working on a tentative VRM software enhancement 3<sup>rd</sup> quarter 2021.



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**