



## STAR ONLINE PUBLICATION



**Case Number:** S2208000079

**Release Date:** March 2022

**Symptom/Vehicle Issue:** Unable To Listen Into Rear Seat Entertainment From Radio Or Front Display

**Customer Complaint/Technician Observation:** Customer cannot transfer audio for seatback monitors thru all speakers and cannot control or access the video for the seatback monitors Via the FPDM or Radio.

**Discussion:** The radio needs to have HDCP keys programmed to it using wiTECH.

Select wiTECH procedure to program HDCP keys to the radio.

Select ETM --> Misc --> R1H Program HDCP Keys.

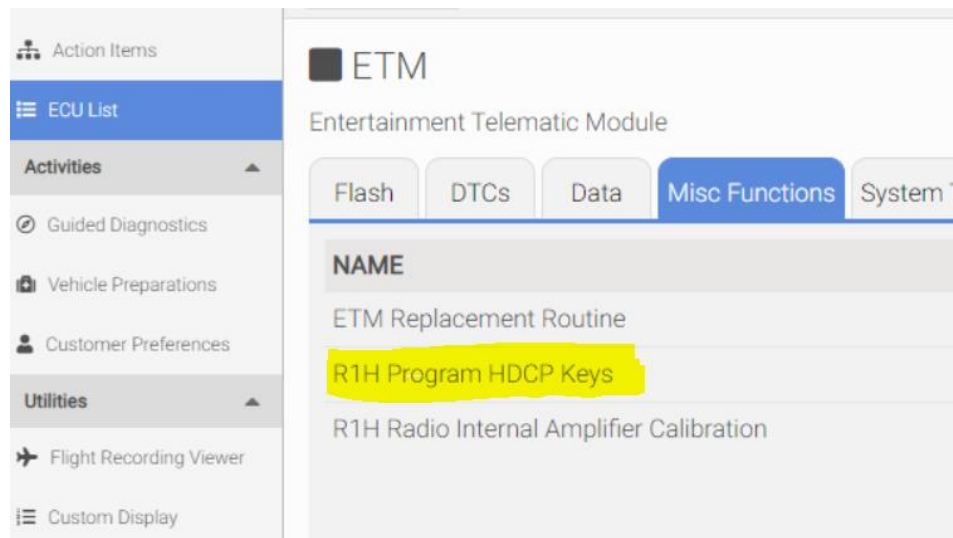


Fig 1.

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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\*HDCP (High-bandwidth Digital Content Protection) is a form of Digital Rights Management (DRM). DRM protocols are designed to protect content creators and distributors against piracy.

- Images below represent what it will look like if HDCP keys are not loaded  
Wait 5 mins (screen shots refresh every 60 seconds)  
Pressing the listen button does not allow the audio to be heard  
If you select full screen and it is still black as well  
If display shows “Prepare HDCP files failing”

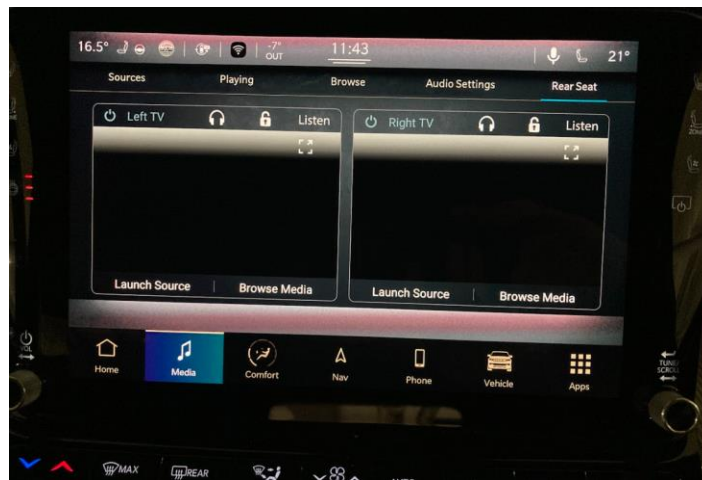


Fig 2

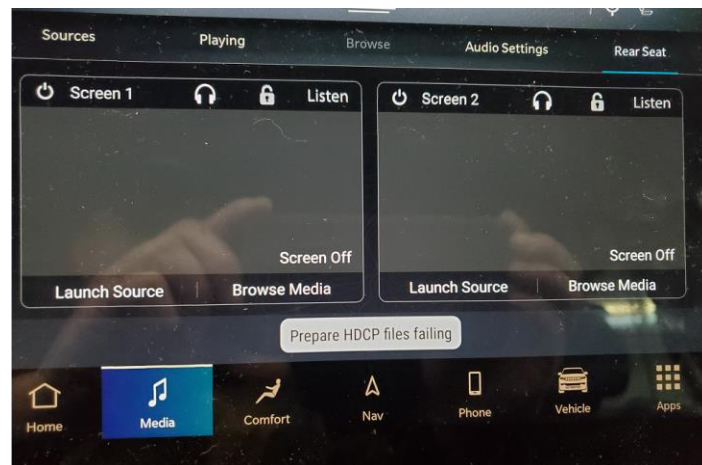


Fig 3

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