



STAR ONLINE PUBLICATION



Case Number: S2208000059

Release Date: March 2022

Symptom/Vehicle Issue: Rear Seat Entertainment Screens Offline Or Blank

Discussion: The customer may find the Rear Seat Entertainment (RSE) screens may be offline, blank or are power cycling.

Technician Observation: The VRM may not be responding on the CAN bus. Check for any DTC's. For active DTC's follow normal service diagnostics for set codes.

Please follow the below steps to resolve:

- Verify the screens connections are fully connected.
- Disconnect VRM and Reconnect VRM, turn vehicle back on. If both screens turn on, follow the next steps.
- Ensure the RSE screens are signed into Amazon, from there follow the steps below to check for software updates and ensure the FireTV is at the latest software.

Go through sign in process on rear screens:



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



Create a free Amazon account if needed, no credit card information necessary just an email.



Fig 2

Click the small gear in the bottom right.

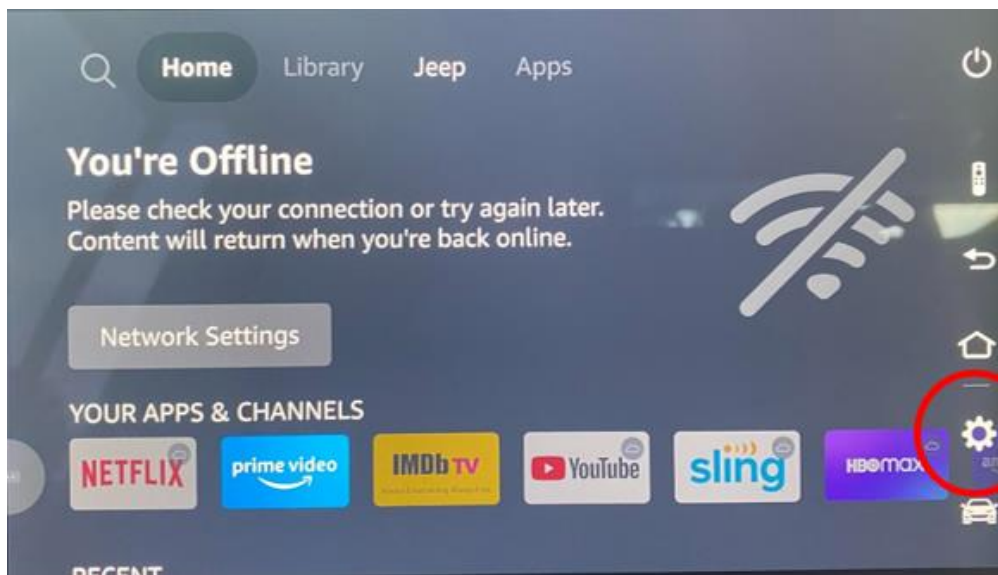


Fig 3

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



STAR ONLINE PUBLICATION



Click Settings.

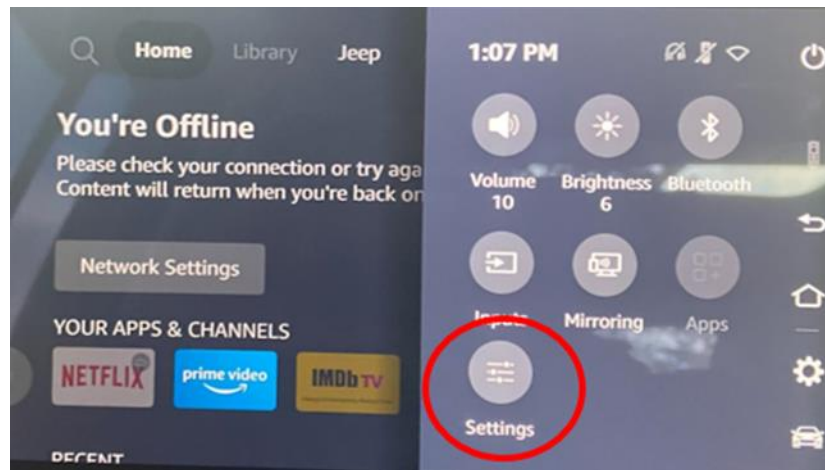


Fig 4

Scroll to the right for devices and software.

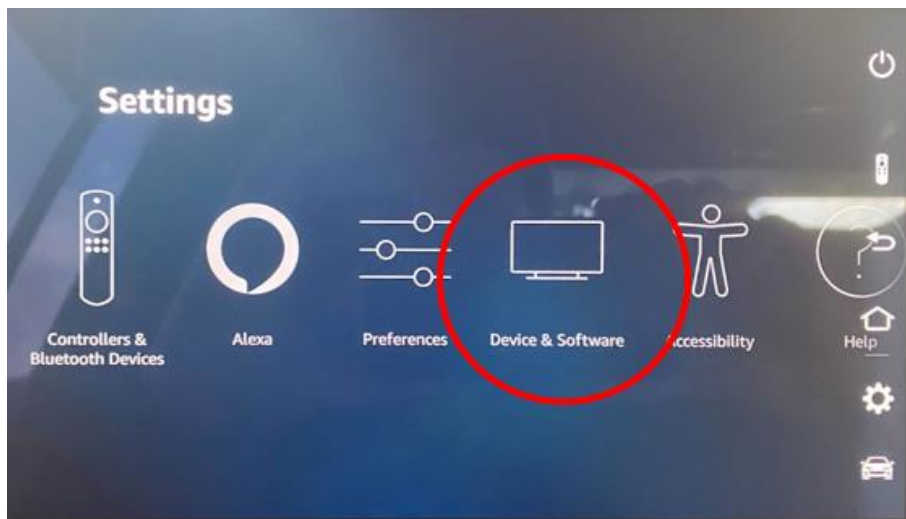


Fig 5

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



STAR ONLINE PUBLICATION



Click about.

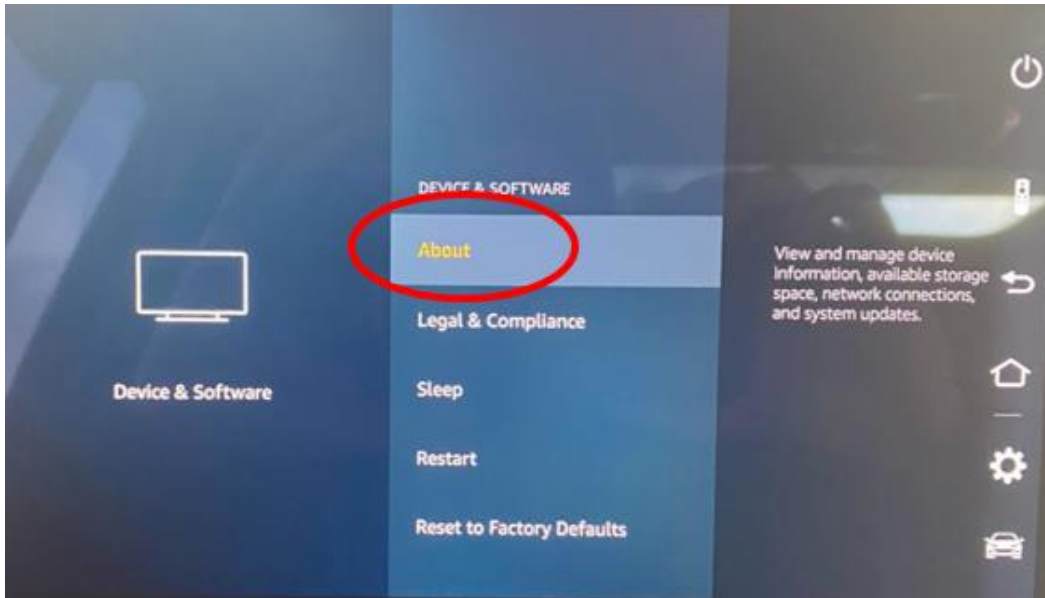


Fig 6

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



STAR ONLINE PUBLICATION



This **Must** be done on both screens:

- Click check for updates.
- Should start to download and then install software.
- The device will request a reboot once complete.
- Verify Software Version number is at least 1993 after updates.

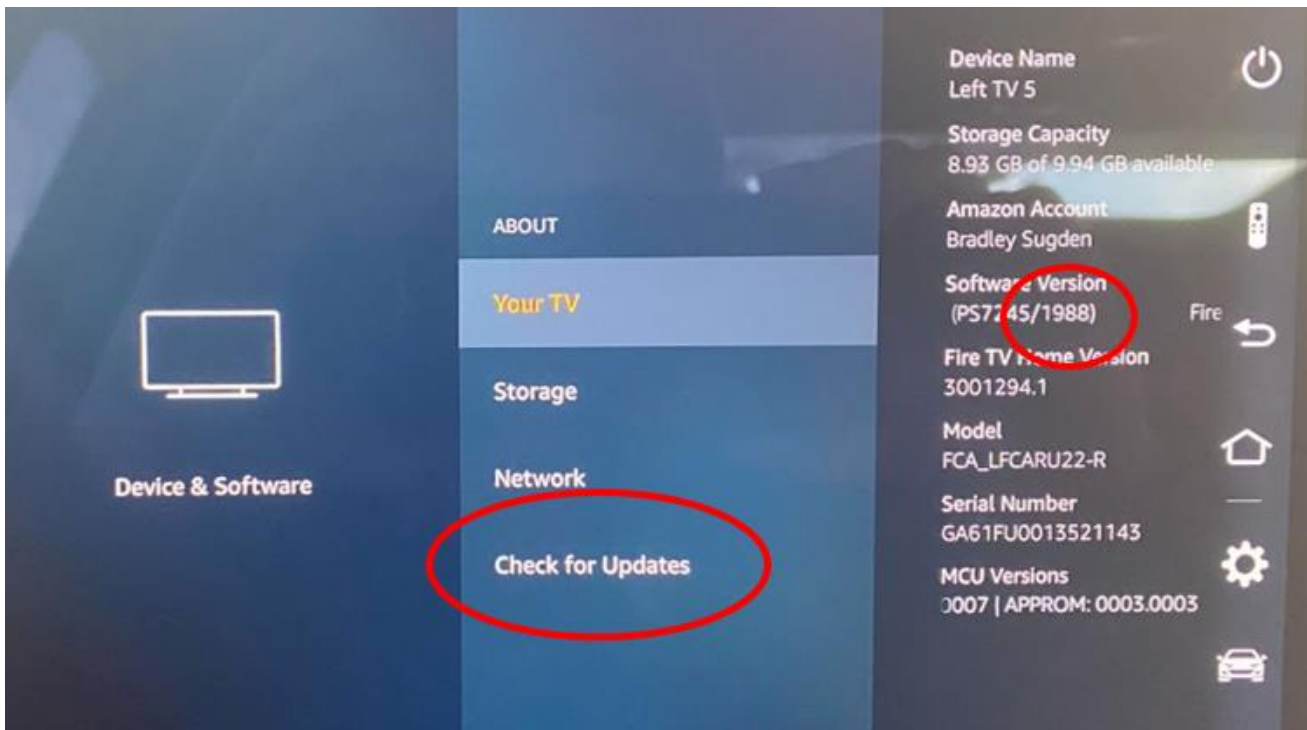


Fig 7

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