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Case Number: S2208000030 – Rev. C

Release Date: June 2022

Symptom/Vehicle Issue: DVD Or Blu-Ray™ Disc Can Not Be Launched From The Radio

Discussion: Customer reports the 'Blu-Ray™' disc softkey is not available to select in the front radio Launch Source menu of the Rear Seat/FireTV App. The radio was missing a Front Seat Control app that controls the launch of DVD or Blu-Ray™ player from the radio. **Do Not Replace** the Video Routing Module (VRM) for this concern. The issue was corrected in an app and FireTV update over-the-air starting March 28th.

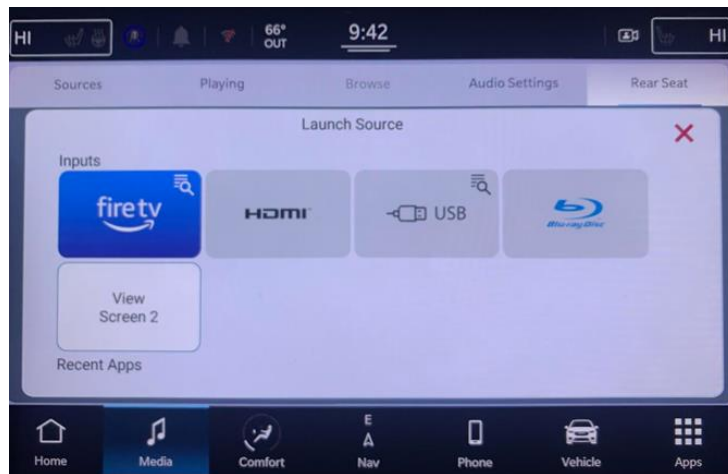
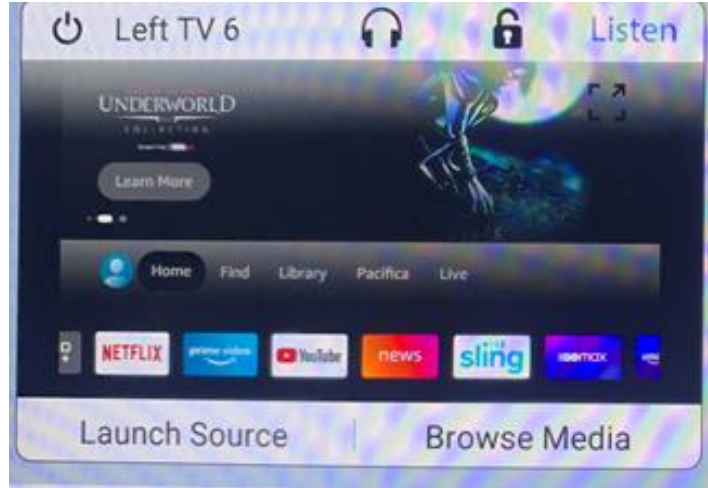
Note: Some vehicles recently identified may have an intermittent issue showing the Blu-Ray soft key after these procedures. If after all of these service routines, the DVD inconsistently shows on the radio or rear screens, there is an OTA enhancement for FireTV tentatively planned for July 13th - July 28th to fully resolve Blu-Ray inconsistency. The new software will show to be higher than current 2693. Be sure to follow these same steps after the update has been released.

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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Please follow the below steps to resolve:

Go through sign in process on rear screens:

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Fig 1

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

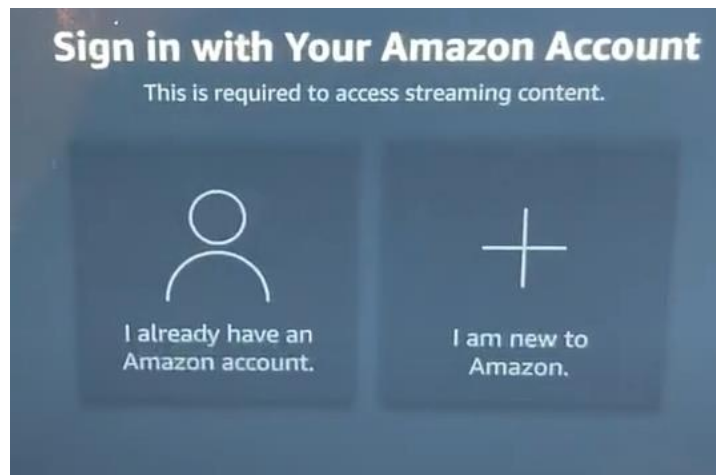


Fig 2

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Ensure device is connected to Wi-Fi. The rear seat entertainment requires an internet connection to perform software update.

Click the small gear in the bottom right.

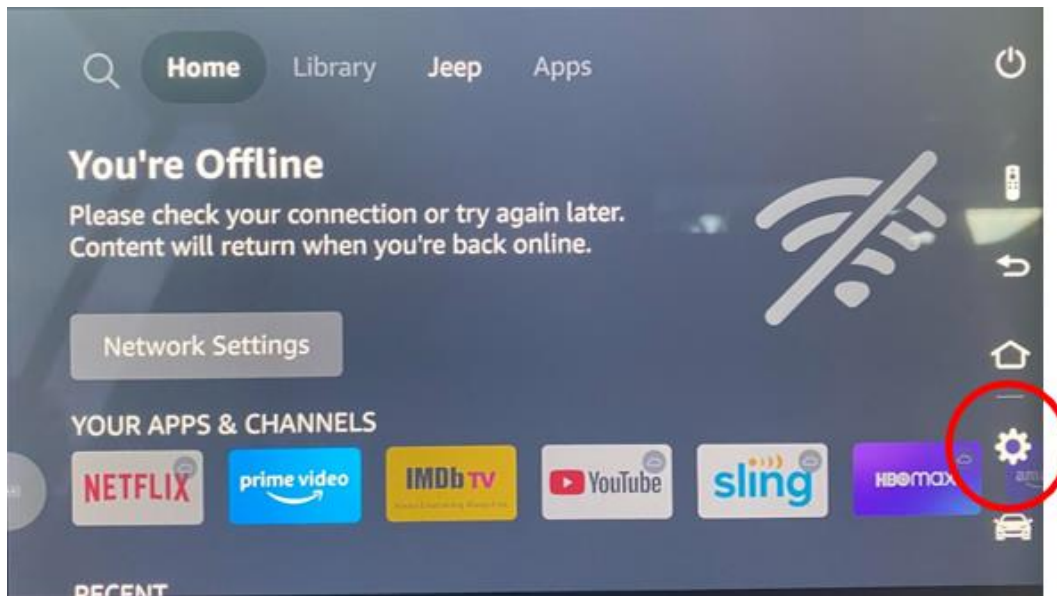


Fig 3

Click Settings.

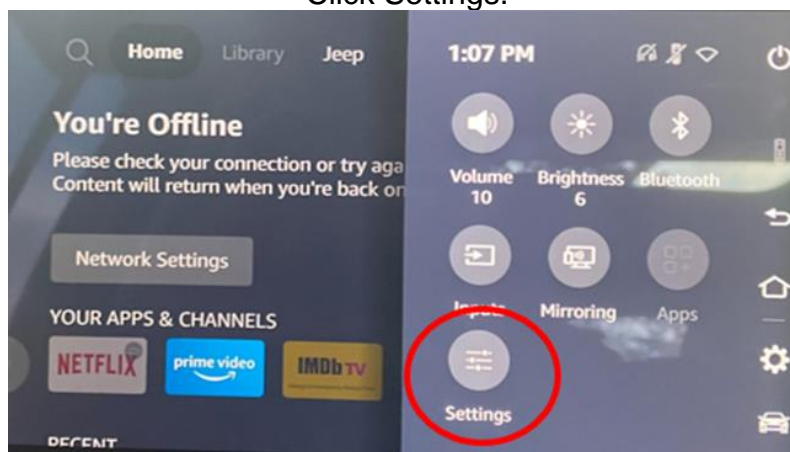


Fig 4

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Scroll to the right for devices and software.

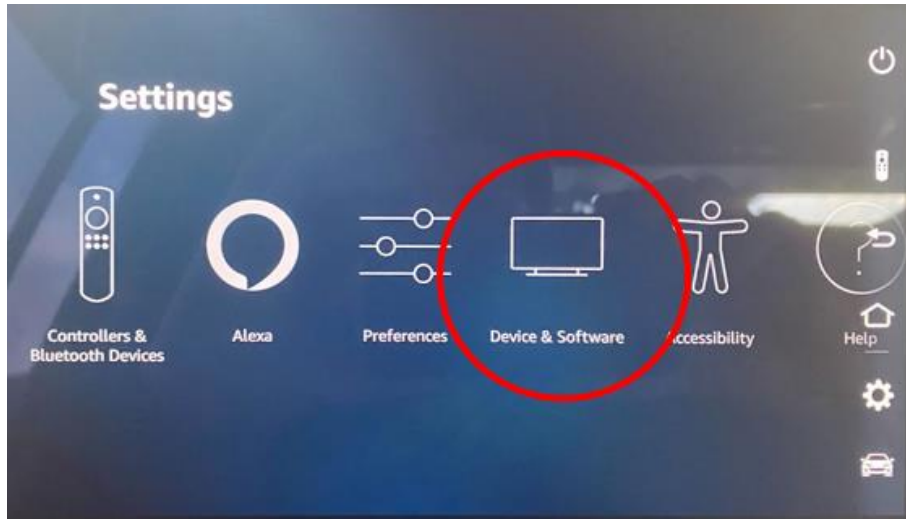


Fig 5

Click about.

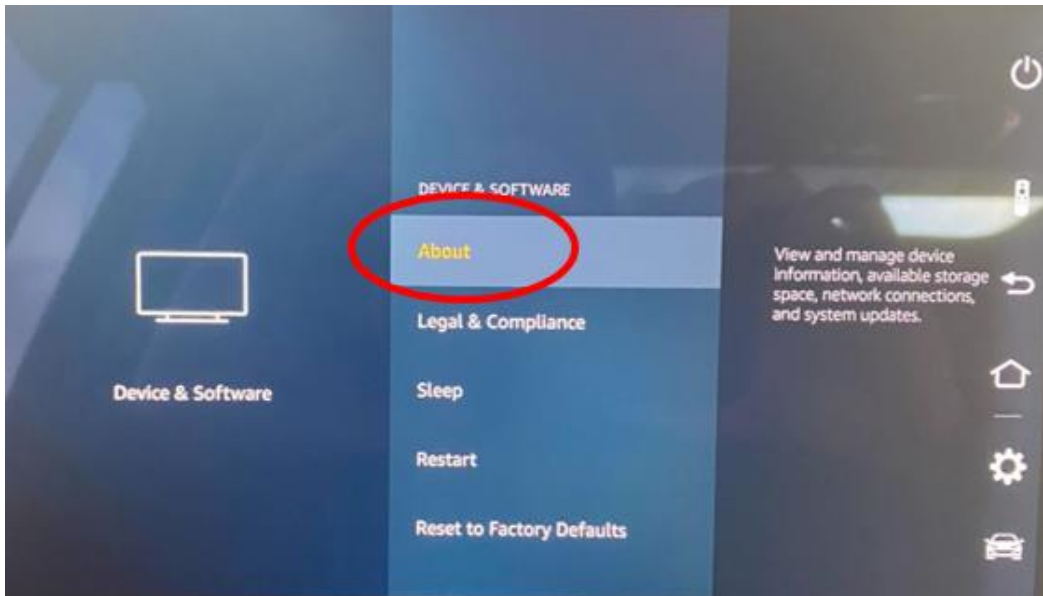


Fig 6

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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 **2693** after updates.

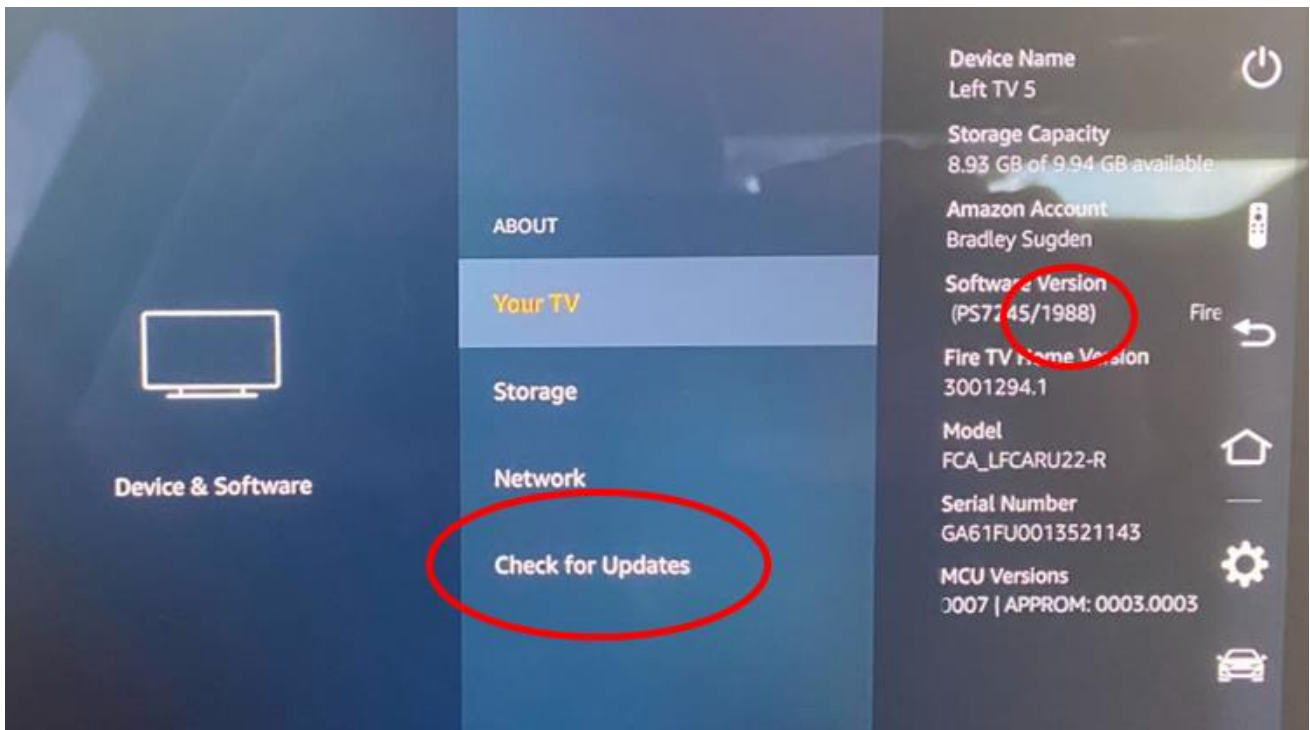


Fig 7

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If the rear screens are not showing Blu-Ray™ as a selectable input (see picture below Fig 8) after the update, follow these instructions:

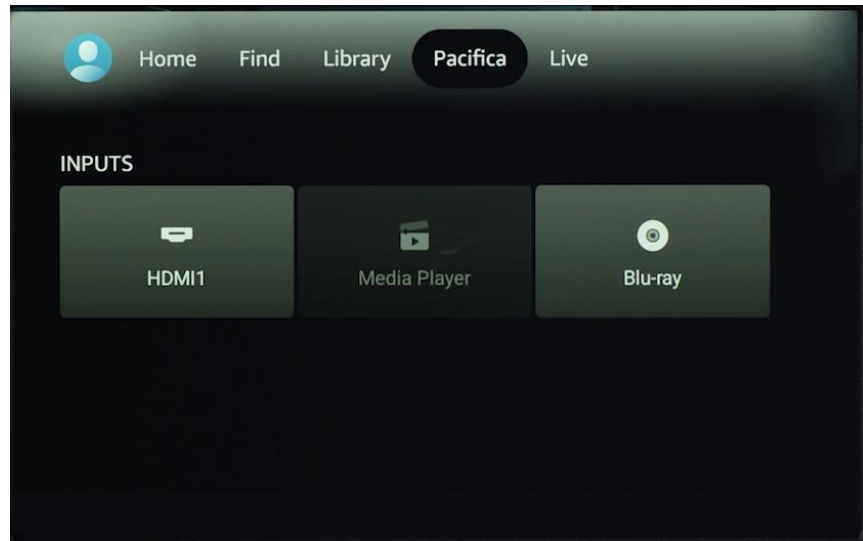


Fig 8

If the above picture is not present, navigate back to this screen (Fig 9) and click Reset to Factory Defaults. **This must be done on each screen that is not showing the Blu-Ray™ Icon.**

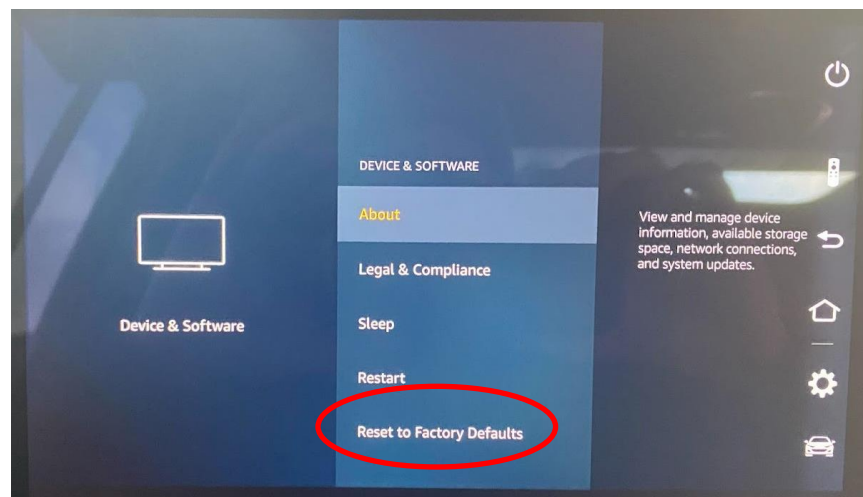


Fig 9

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