



## STAR ONLINE PUBLICATION



**Case Number:** S228A000036

**Release Date:** December 2022

**Symptom/Vehicle Issue:** Rear Seat Entertainment (RSE) With Amazon Fire TV Remote Pairing Or Remote Inoperative

**Customer Complaint/Technician Observation:** Remote inoperative or unable to pair to RSE.

**Discussion:** Ensure the batteries are good and installed properly in remote and FireTVs are on. When attempting to pair a remote, if the light on the remote blinks orange instead of blue, the remote is paired to another device. To unpair the remote, go to the other device and in the same menu as above, click on the remote and select "Unpair".

To Pair a Remote:

1. To access the side bar menu, touch the screen. Select Settings.

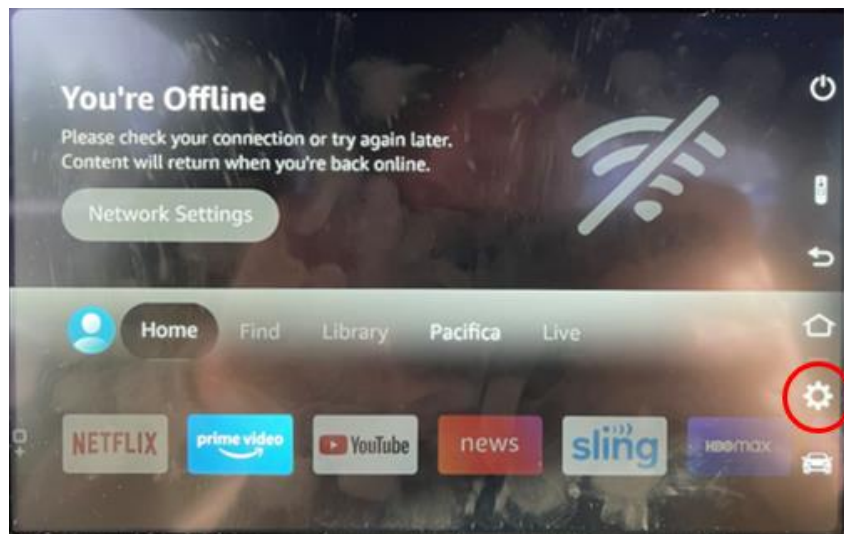


Figure 1

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, eCONTACT or Service Library entry if no solution is found.**



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2. Select Bluetooth.

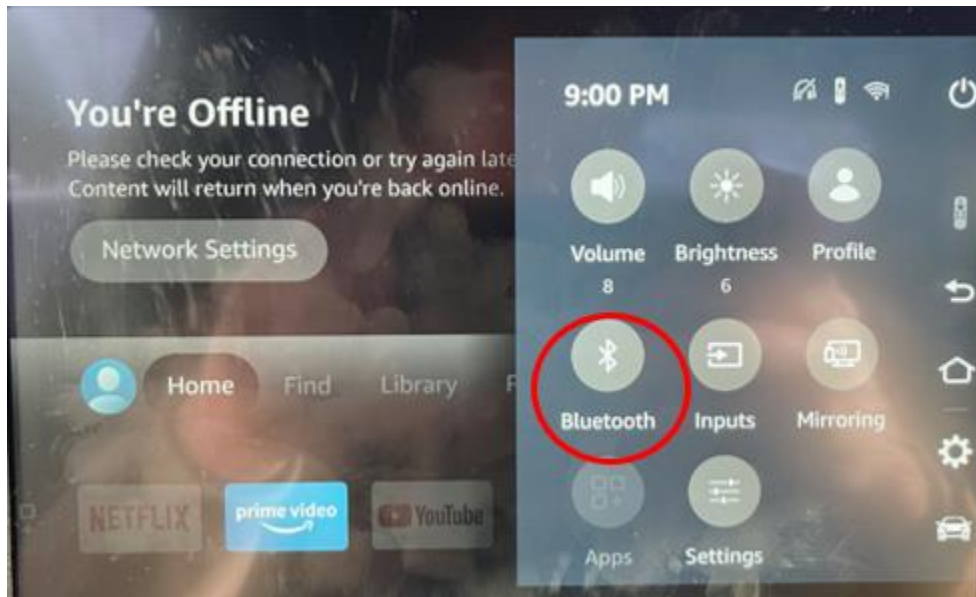


Figure 2

3. Select Voice Remotes with Alexa.

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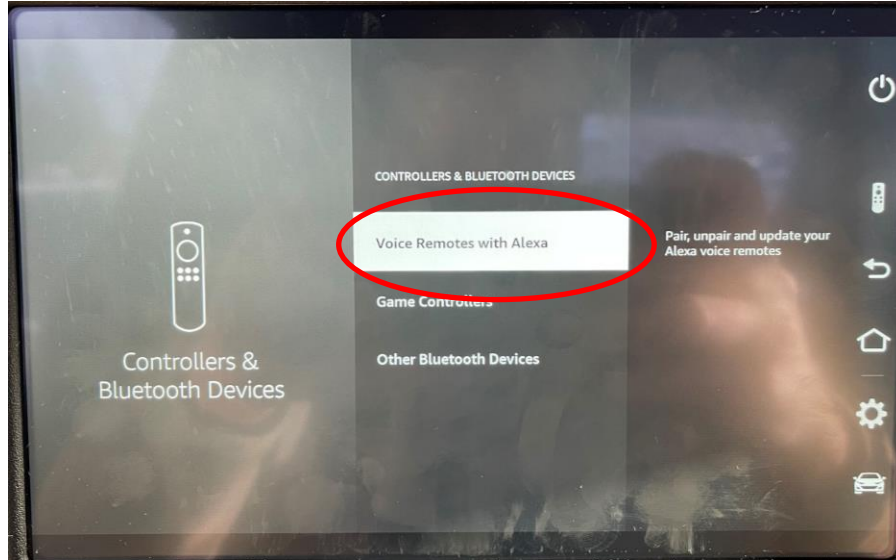


Figure 3

4. Select Add New Remote.

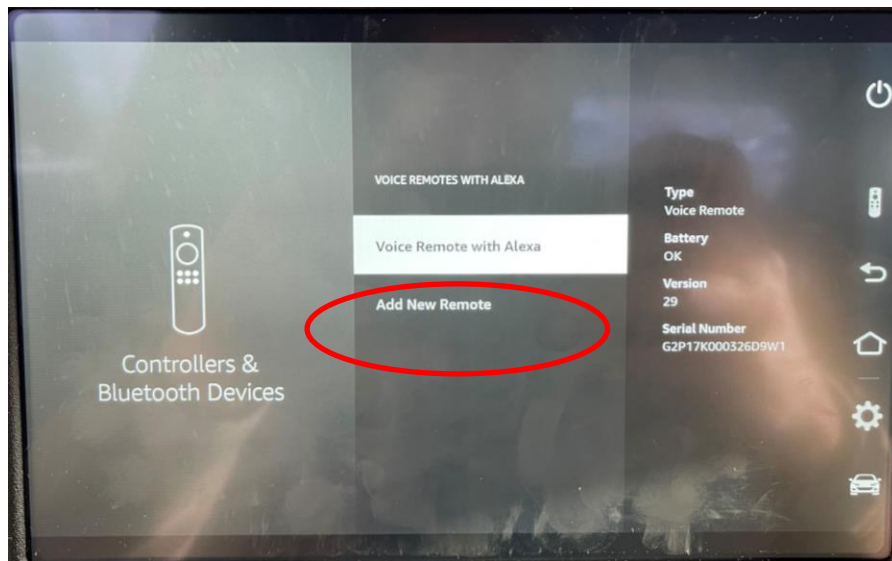



Figure 4

5. Press the Home  button on the remote for at **least** 10 Seconds. When the LED indicator blinks blue, your remote is paired successfully or the remote will be a selectable option on the menu below.

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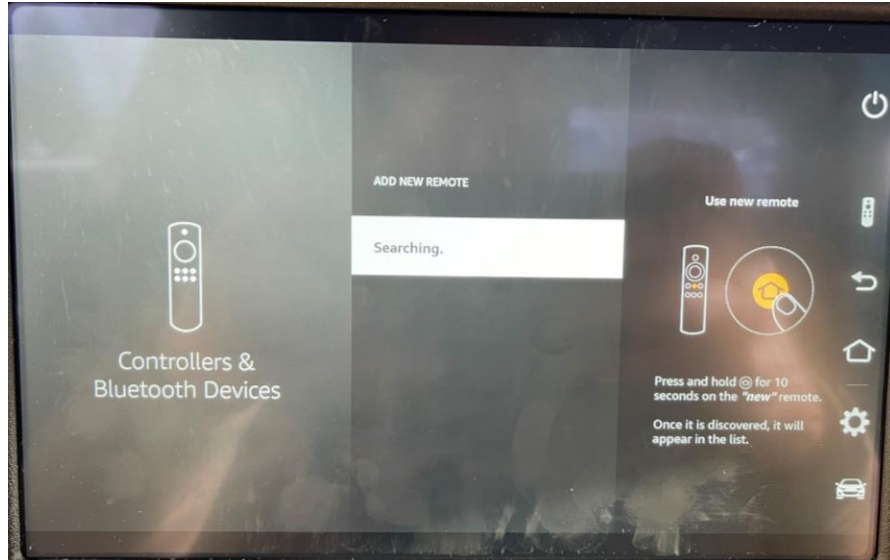


Figure 5

When attempting to pair a remote, if the light on the remote blinks orange instead of blue, the remote is paired to another device. To unpair the remote, go to the other device and in the same menu as above, click on the remote and select "Unpair".

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