



STAR ONLINE PUBLICATION



Case Number: S238A000004

Release Date: January 2023

Symptom/Vehicle Issue: Radio Unable To View Rear Screens In Rear Seat App

Customer Complaint/Technician Observation:

When entering the Rear Seat App in the media tab, the user see's the error message "This service is not currently available on the front seat displays".

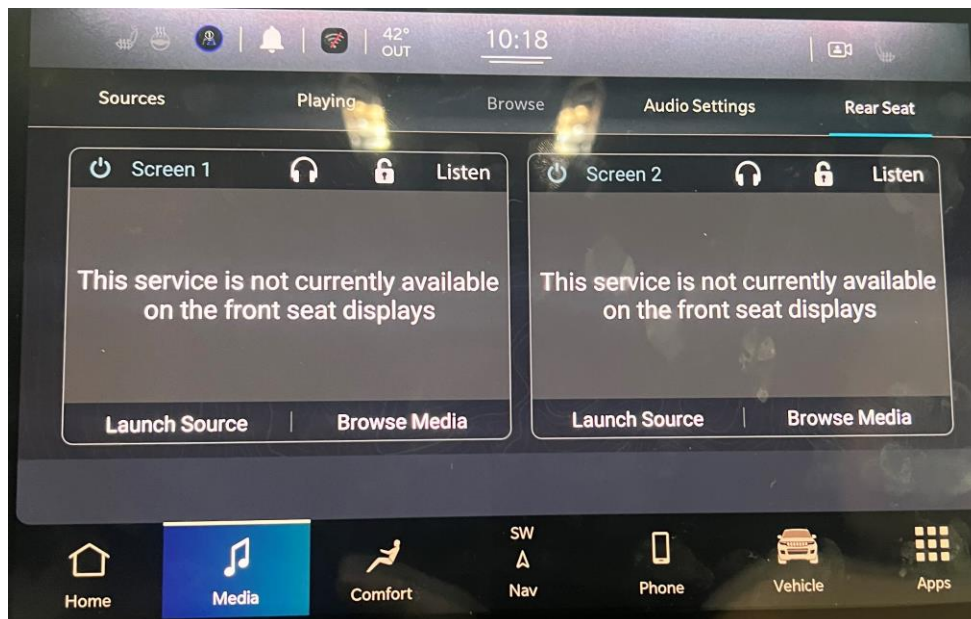


Figure 1

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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Discussion:

This is a known current issue and is currently being resolved. An app over the air update is expected to be deployed to the radio early February. This update will resolve this concern. Do not replace the VRM or Radio for this issue.

Also Verify the radio is at S24.18 or higher software and rear screens latest software is 2793 or higher software.

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