



STAR ONLINE PUBLICATION



Case Number: S238A000005

Release Date: January 2023

Symptom/Vehicle Issue: DVD Or Blu-Ray™ INOP, cannot launch DVD player from Rear Screens

Discussion: Customer reports the 'Blu-Ray™' disc softkey is not available to select in the rear screens.

Do Not Replace the Video Routing Module (VRM) for this concern.

Ensure The Rear Seat Entertainment (RSE) displays are at the latest software (2973). Recommend a factory reset on rear displays if they are at the latest software and launch source still not selectable. Please also reference Star Case S2208000030 Rev D for additional resources on rear screen updating.

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



Please follow the below steps to resolve:

Go through sign in process on rear screens:



Fig 1

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

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Fig 2

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.



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Fig 3

Click Settings.

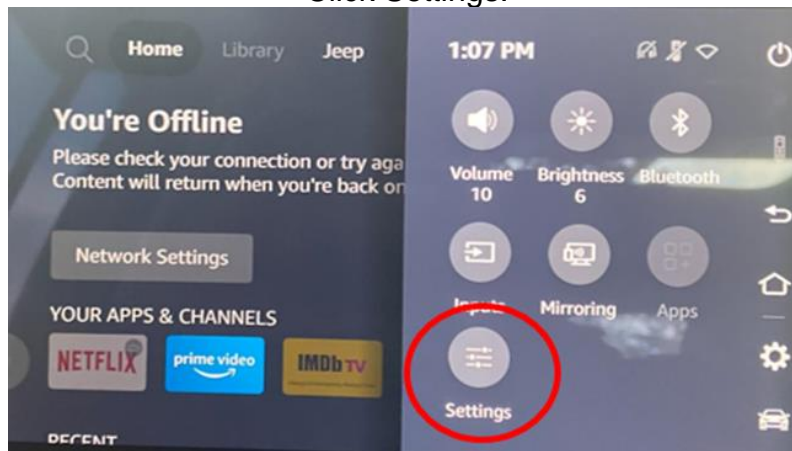


Fig 4

Scroll to the right for devices and software.

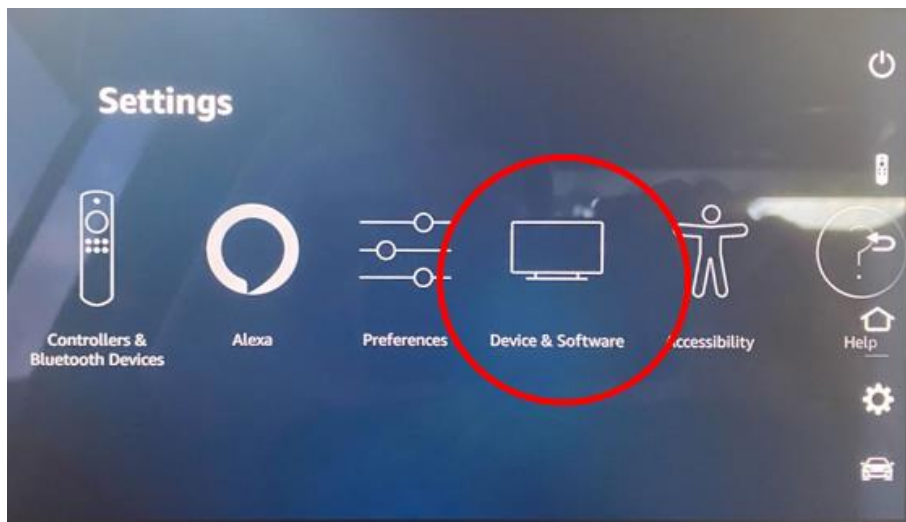


Fig 5

Click about.

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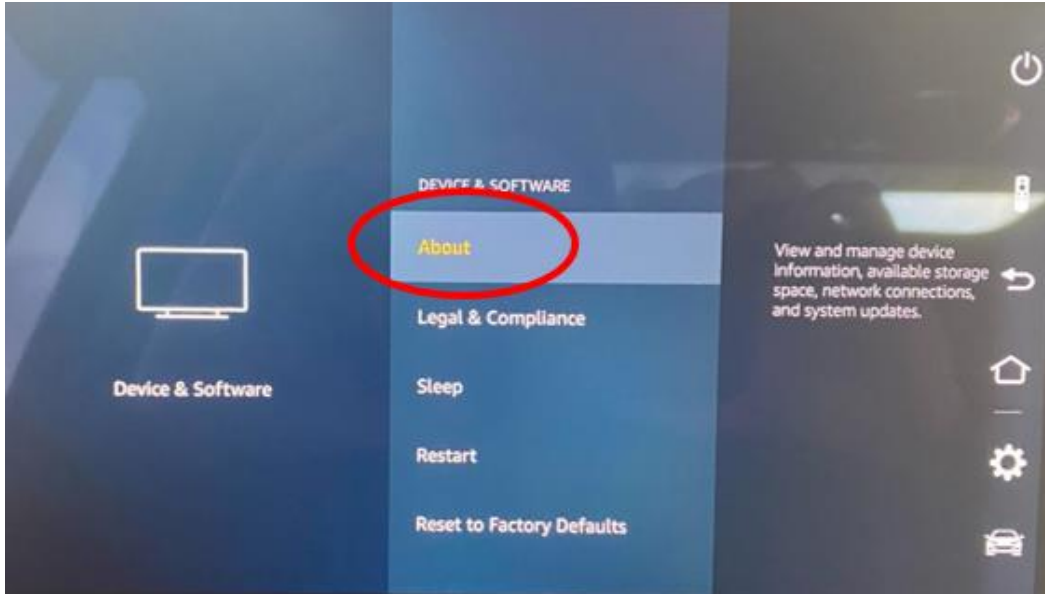


Fig 6

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 **2973** after updates.

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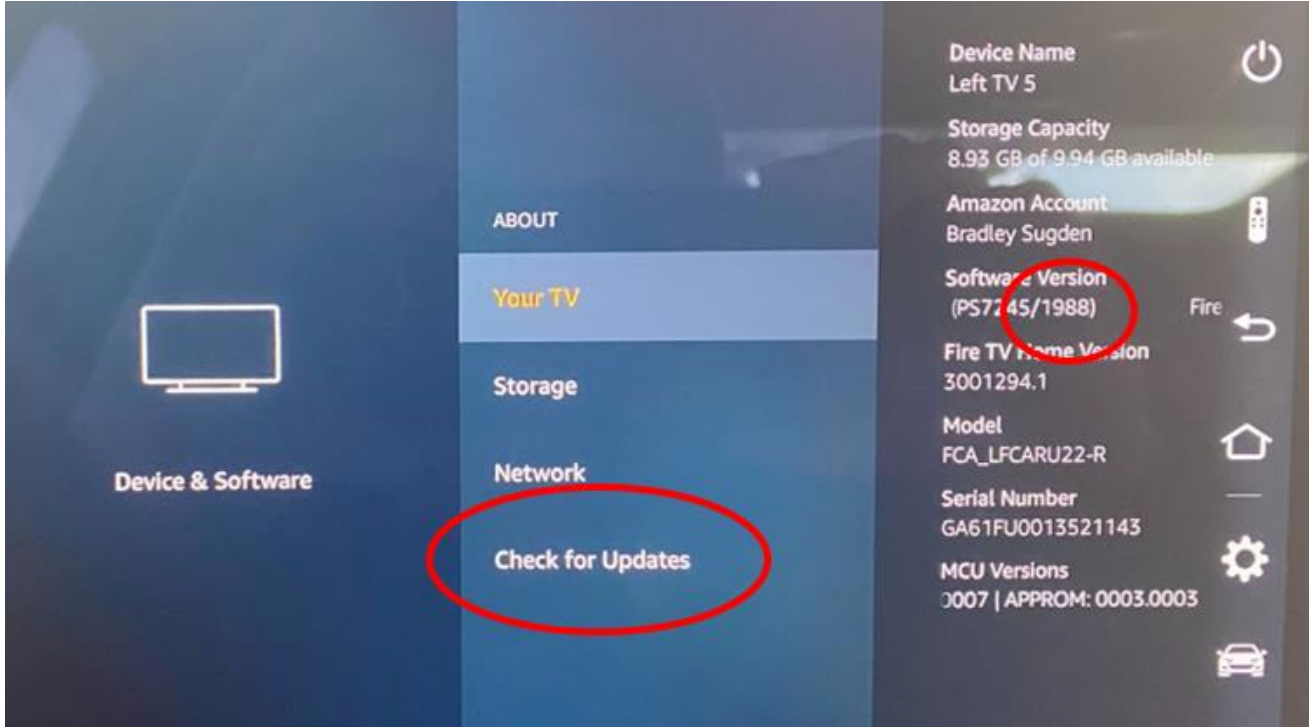


Fig 7

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

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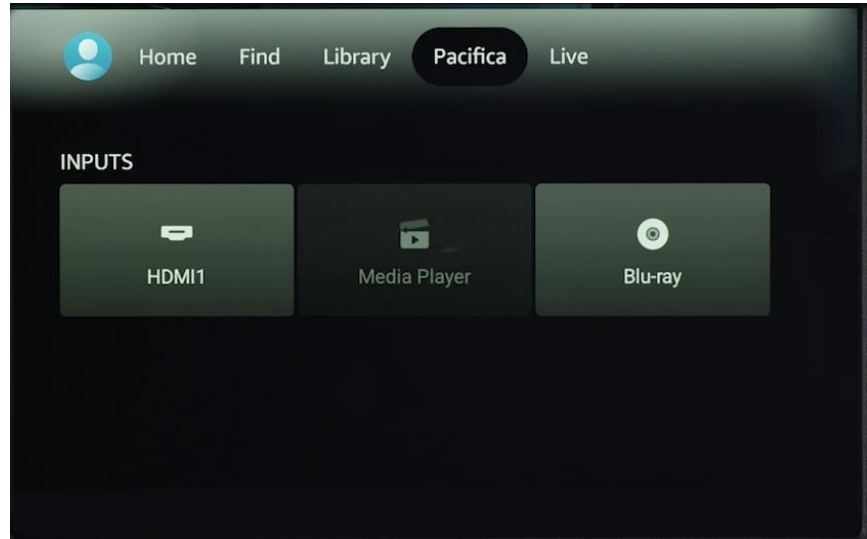


Fig 8

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.**

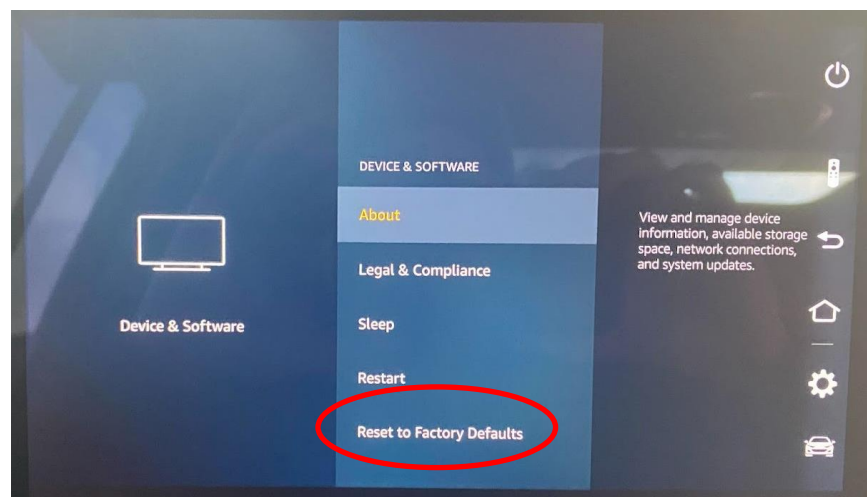


Fig 9

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