



STAR ONLINE PUBLICATION



Case Number: S258A000004

Release Date: February 2025

Symptom/Vehicle Issue: DVD Or Blu-Ray INOP, Rear Screens Or Monitors INOP, VRM Audio INOP, Mirroring INOP

Discussion: Customer reports the 'Blu-Ray™' disc softkey is INOP, the rear screens are not able to hear audio through the radio, or the rear screens are not able to mirror onto the radio/other screen. A possible cause of this is the FireTV devices may have not properly initialized on startup.

Be sure to follow these steps to triage and resolve the issue.

On the rear screens, if there is not a tab saying "Pacifica" or "Jeep", verify this on both screens. Please follow the steps below on the screen that is not showing this tab and do a reset to factory defaults.

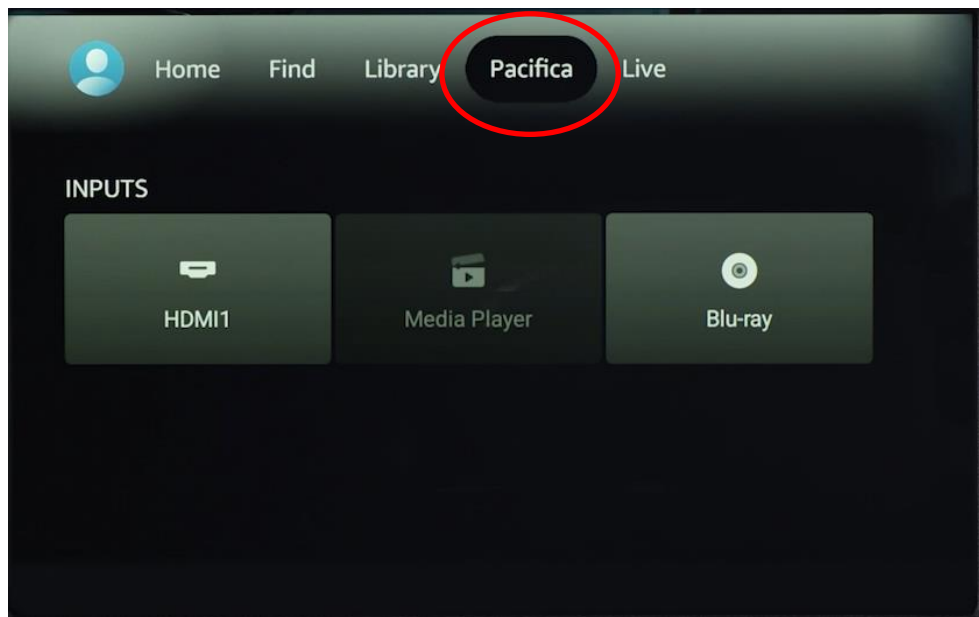


Fig 1

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



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Click the gear wheel.



Fig 2

Click Settings.

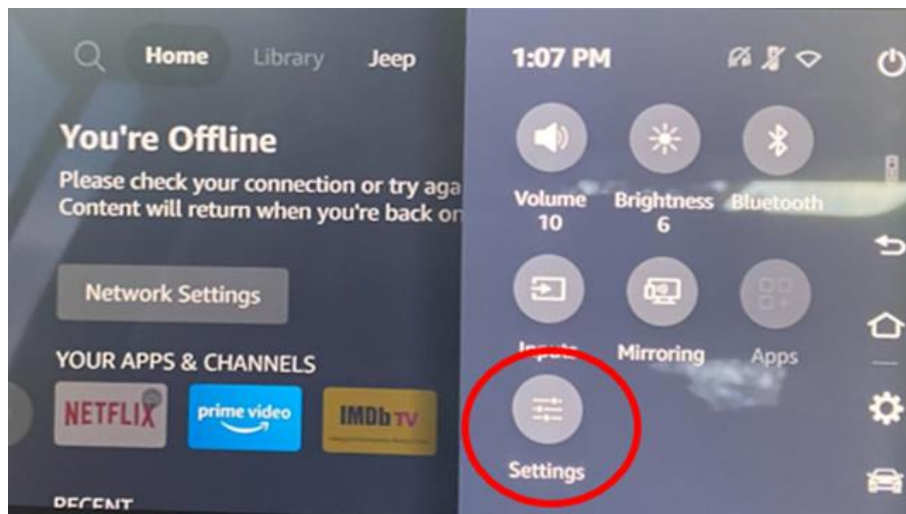


Fig 3

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Scroll to the right for devices and software.

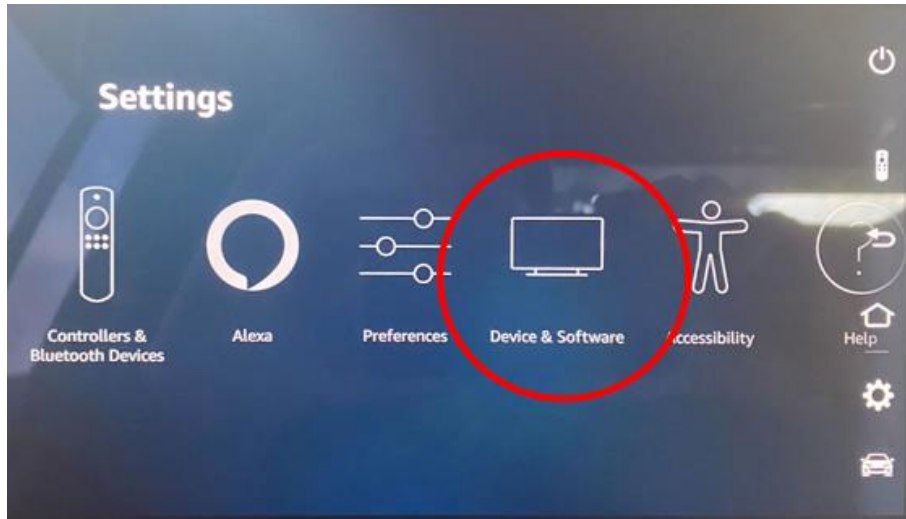


Fig 4

Click Reset to Factory Defaults

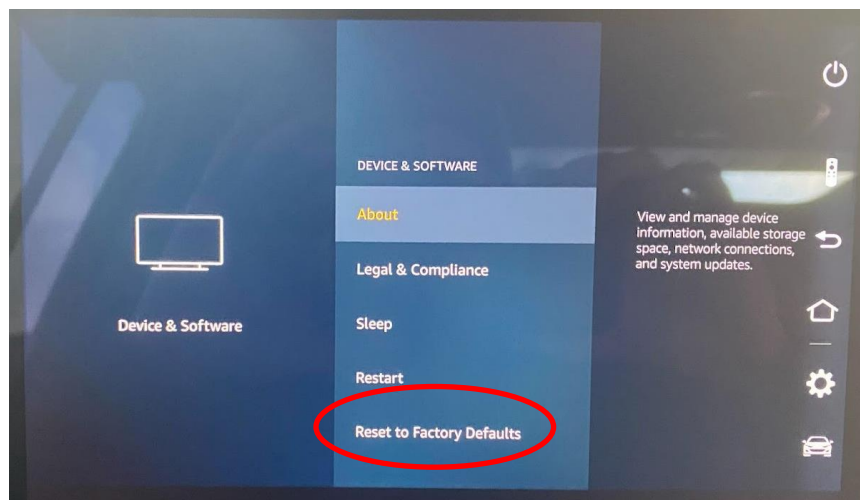


Fig 5

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