



## STAR ONLINE PUBLICATION



**Case Number:** S258A000016

**Release Date:** May 2025

**Symptom/Vehicle Issue:** DVD/Blu-ray Not Syncing Between The Two Rear Screens.

**Discussion:** Customer may complain that the DVD/Blu-ray is not syncing between the two rear displays when watching a DVD/Blu-ray on both screens.

This can be resolved by following these steps: On one display launch the DVD player. On the other display follow the figures below.



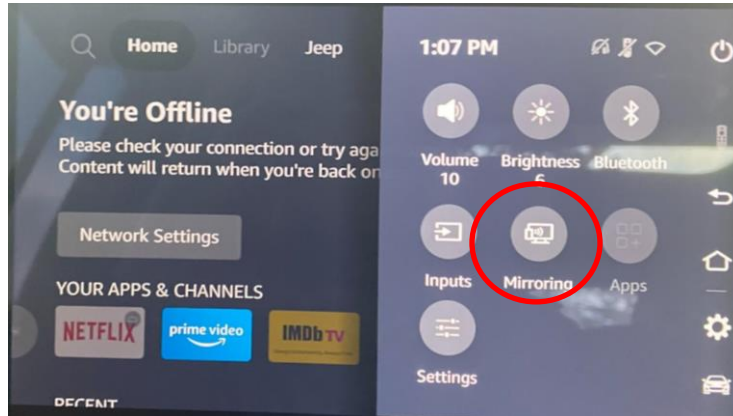
**Figure 1) Select "Settings"**

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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**Figure 2) Select “Mirroring” and then “Other display”**

Audio and video should now be synced between the two displays for DVD/Blu-ray content.

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