

STAR ONLINE PUBLICATION

Case Number: S2008000018

Release Date: 03/04/2020

Symptom/Vehicle Issue: Steering Wheel Switches, Terrain Switch Inoperative, Backup Camera Display Has No Grid Lines

Customer Complaint/Technician Observation: The customer may complain that the steering wheel switches, terrain switch are not functioning and backup camera display is missing grid lines. Technician observed when scanning the modules one of the following DTC's with the same concern:

- U0264-00 Lost Communication With Camera Module - Rear
- U1009-00 (LIN 2 Bus
- U1109-00 Lost Communication with LIN Steering Wheel Controls
- U1207-00 Lost Communication with Terrain Switch Bank Module
- C2202-64 Terrain Switch Status Signal Not Available

Repair Procedure: Inspect the rear back-up camera connector for signs of any water intrusion and/or corrosion; repair, replace, and ensure connector is sealed at the involved connector Fig 1, 2.



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 or eCONTACT ticket if no solution is found

STAR ONLINE PUBLICATION

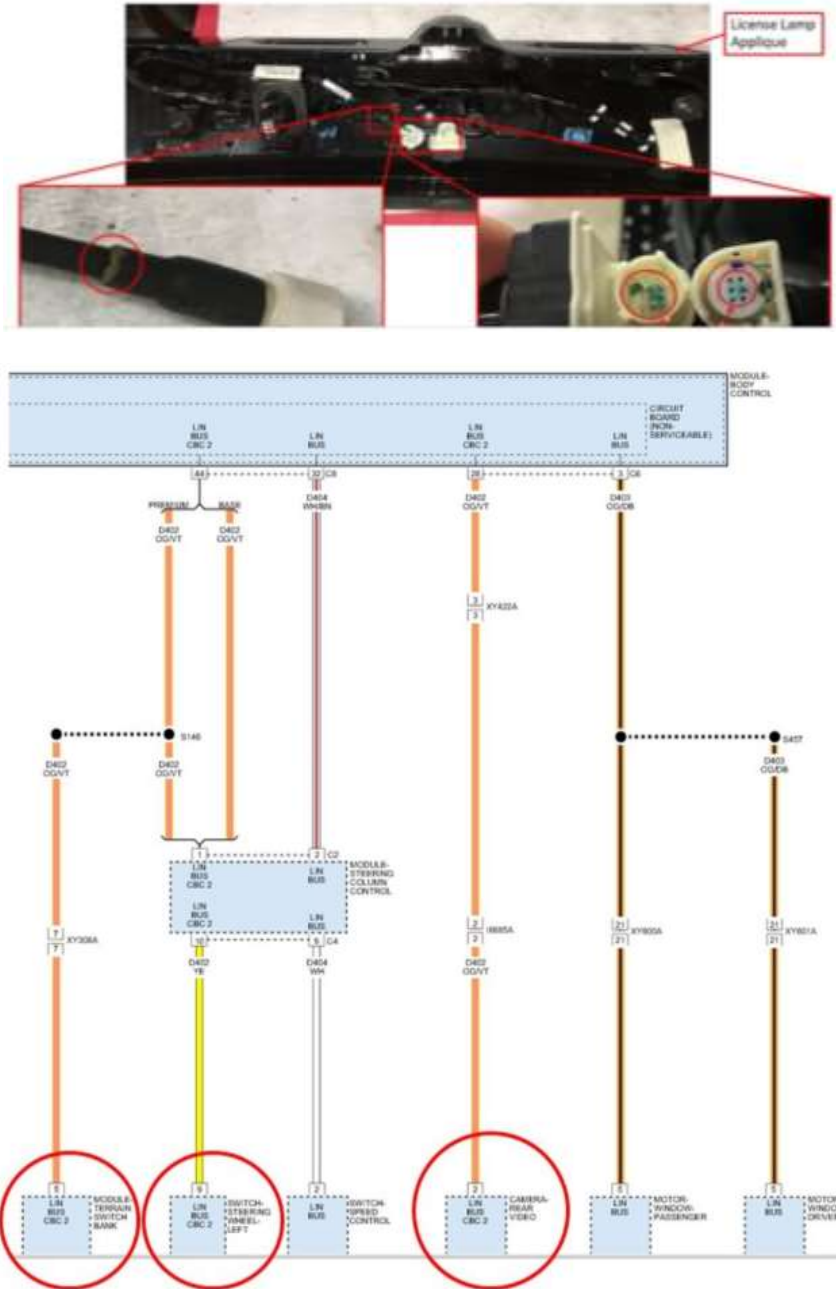


Fig 2

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