

STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Reverse Camera Trailer Hitch Zoom Feature Not Available

Customer complaint/ technician observation: Owner complains that after a recent service repair the zoom feature for the rear camera is no longer working. Technician has observed there is no option to operate the feature.

Discussion: If the owner complains that the vehicle originally had the option to zoom and the option is no longer present after a service repair, verification of the vehicles equipment by sales code is required. Vehicles built with XAC (Parkview Rear Back-up Camera) and ABR (Trailer Tow Package) should have the zoom feature sales code XNQ (Trailer Hitch Zoom) added to the vehicles sales code equipment.

Once the sales code (XNQ) has been added, the technician must perform the service option restore vehicles configuration with the scan tool to complete the update.

Verification: Test for the zoom feature operation



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