

STAR ONLINE PUBLICATION

Case Number: S2008000107

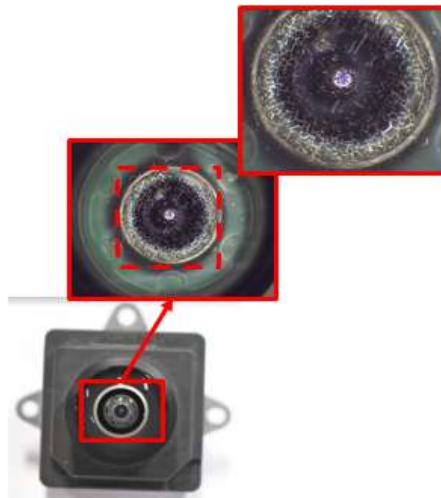
Release Date: 07/23/2020

Symptom/Vehicle Issue: Radio Reverse Display Has A Fuzzy Image View

Customer Complaint/Technician Observation: Customer complains after a recent car wash, heavy rain or a one day defined change in appearance, the reverse camera image is not as sharp; fuzzy image view. Technician observed the lack of clarity and sharpness.

Discussion: Some vehicles built between 5-28-19 to 9-27-19 may experience a radio reverse camera image display that as lost recent clarity. If the radio image lacks original clarity, inspect the camera lens as shown below for any obvious dirt or contaminates on the lens.

If the camera lens appears clear and clean, examine the camera lens closely comparing to the below image. If the camera lens internally matches the below image, replace the camera to resolve.



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