

STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: There Is No Backup Camera Image Displayed When Shifting To Reverse. DTC's U0264-00 And B280B-00 May Be Set

Discussion: You may find the backup camera does not function. Scanning the vehicle for DTC's you may find U0264-00 Lost Communication with Camera Module – Rear and B280B-00 Rear Camera Video Input.

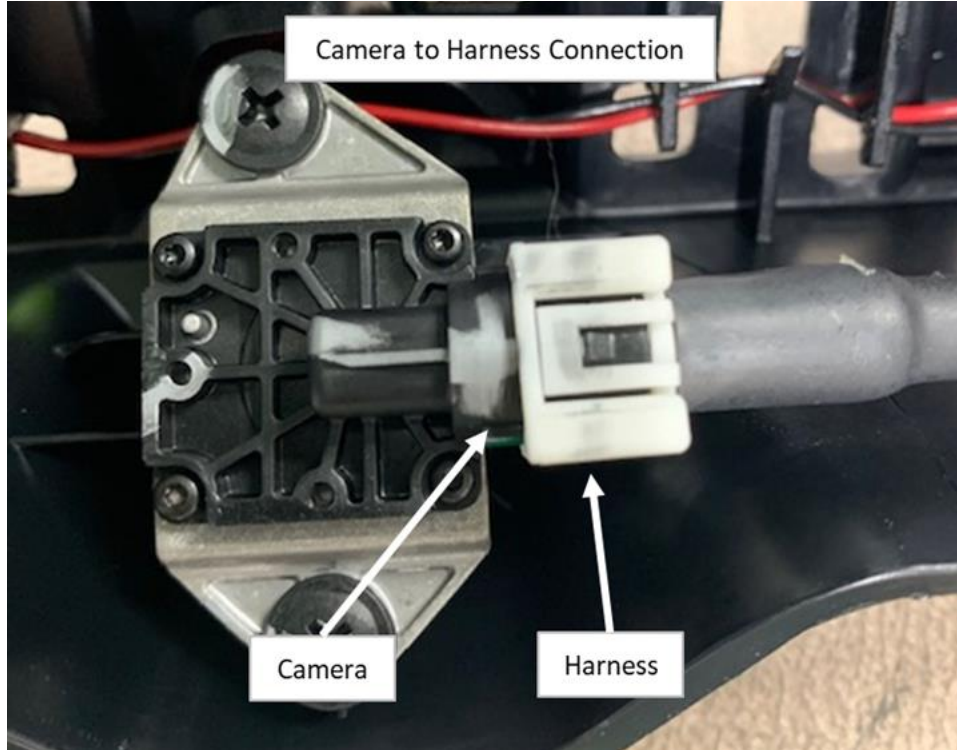
Diagnosis: The rear backup camera connector may not have been fully seated during vehicle assembly. Inspect the backup camera connector within the rear liftgate.



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

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Repair: Fully disengage and reengage the connector to confirm it is fully seated.

Verification: Clear the DTC's and shift the vehicle to reverse. Confirm the backup camera image is displayed in the radio screen. If DTC's return or the backup camera image is not displayed, continue diagnosis by following the DTC flow charts.

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