



## STAR ONLINE PUBLICATION



**Case Number:** S2108000043

**Release Date:** 02/12/2021

**Symptom/Vehicle Issue:** Backup Camera has Black Screen with “Check Entire Surroundings” Message

**Customer Complaint:** The customer may notice backup camera shows a black screen with a message “Check Entire Surroundings” displayed on the radio screen.

**Discussion:** This issue may occur when the customer switches to reverse immediately after starting the vehicle, Ignition run position. This may create a camera initialization timing conflict that may induce a black screen.



**Do not replace radio or camera for this concern. An ignition key cycle will reset the screen. A momentary delay/hesitation approximately one second when transitioning to Reverse mode after vehicle Ignition is turned to the run position will allow proper initialization. A software update is scheduled for release by the 2<sup>nd</sup> Qtr 2021.**

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**