



STAR ONLINE PUBLICATION



Case Number: S2108000266

Release Date: November 2021

Symptom/Vehicle Issue: Surround View Camera 360 View Left Side Top Rear Image Goes Black

Customer Concern/Technician Observation: Owner complains after a recent door repair service that the left side camera for the 360 top rear view would intermittently cut out (Black screen). Technician observed DTC's B23C6-92 Camera Performance Incorrect Operation, U0266 Lost Communication With Left Camera set as stored or active.

Repair Procedure: Inspect the door harness and connectors for the left side camera coaxial i6624C behind the door panel or XY451A at the left side kick panel door connection. Secure the connector(s) as needed, no parts required Fig 1, 2.

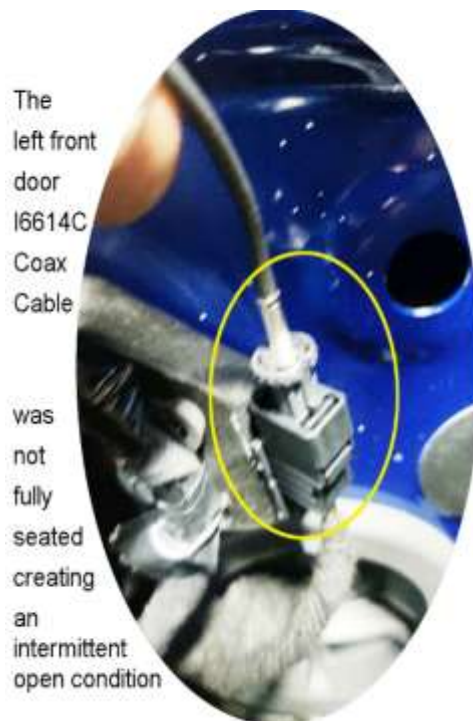


Fig 1

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



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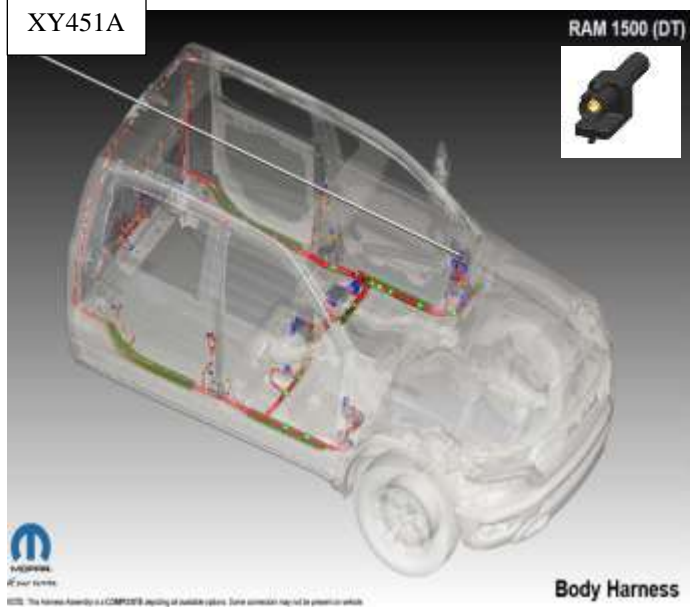
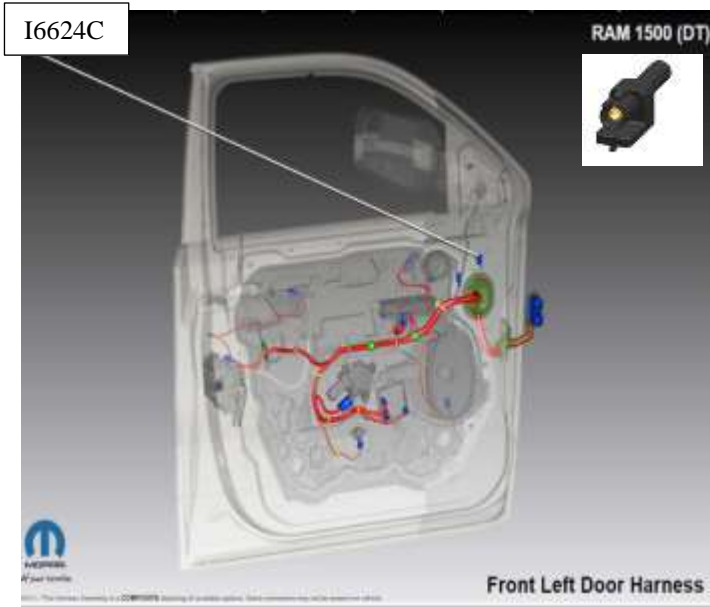
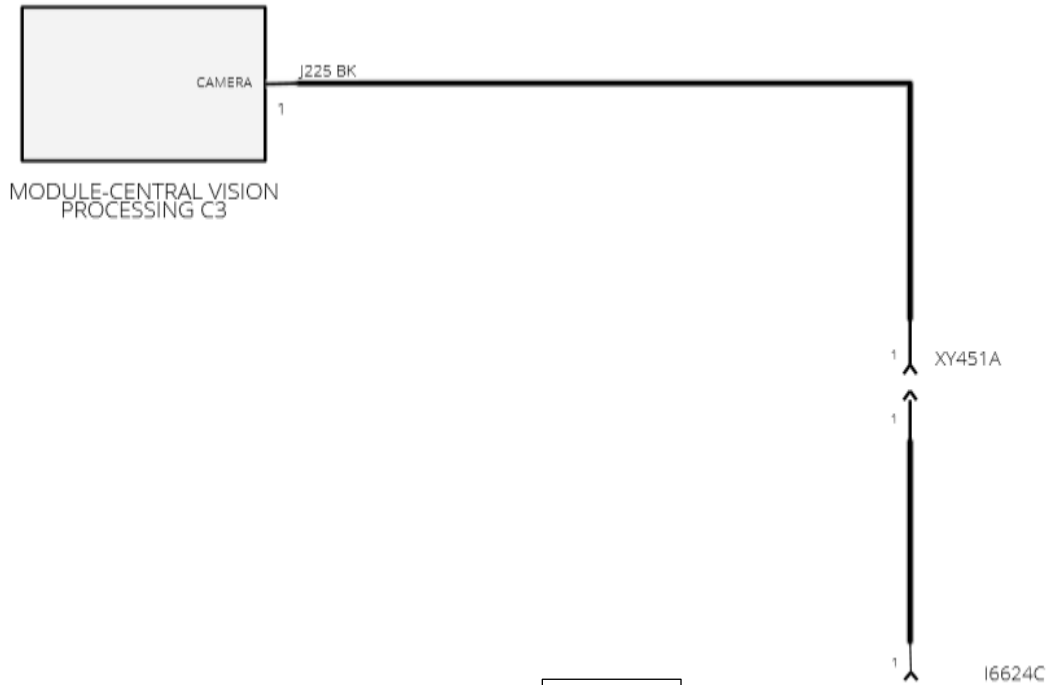


Fig 2

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