



STAR ONLINE PUBLICATION



CHRYSLER

DODGE



Jeep



SRT

Case Number: S2108000195

Release Date: August 2021

Symptom/Vehicle Issue: Rear Back Up Camera Display Does Not Have The Dynamic Grid Lines Showing, Option Selected On Within The Radio Settings

Customer Complaint/Technician Observation: Owner complains the rear camera display shows no grid lines when the option is selected or set to on. Technician observed the back up camera image in the radio display has no grid lines while backing up, camera does work.

Discussion: If the camera functions when the vehicle is placed in reverse, but the radio display does not show dynamic grid lines, verify the vehicles configuration reflects the dynamic setting for the Rear View Camera Gridlines CSM (Customer Setting Menu) as displayed below. If the radio reset has been attempted without change, replace the camera as needed.

Rear View Camera Gridlines CSM

Dynamic / DYNAMIC

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