



STAR ONLINE PUBLICATION

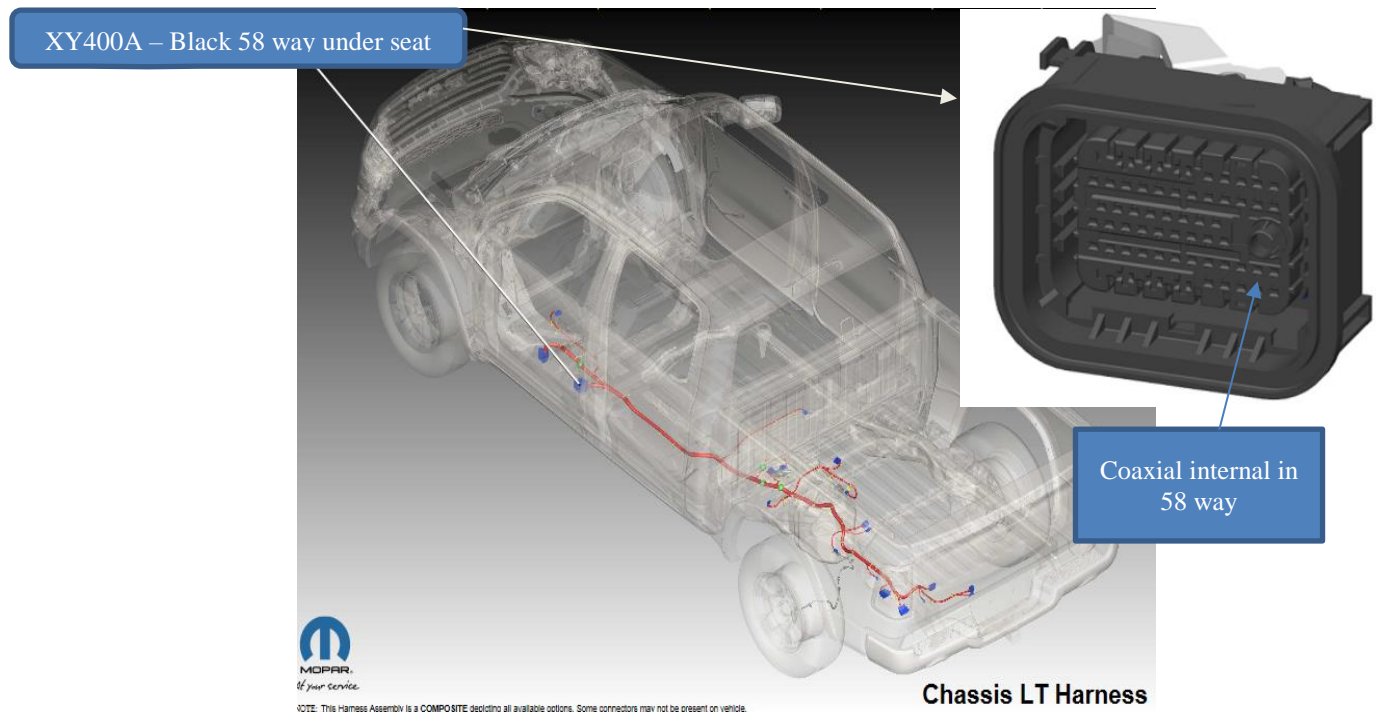


Case Number: S2108000039

Release Date: 02/12/2021

Symptom/Vehicle Issue: Back Up Camera Inoperative Complaints, Radio Display Blue Or Blank When Placed In Reverse

Discussion: If the above condition is reported, inspect the XY400A connector under the driver seat, and use the push/pull/push connector process validation to confirm the connector is fully secure. If the condition has not changed, disconnect the connector and inspect the coaxial connection area for any bent pins; straighten and align the pin as needed, test the operation to complete.



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