



STAR ONLINE PUBLICATION



Case Number: S1908000092 – REV. A

Release Date: 03/20/2021

Symptom/Vehicle Issue: Reverse Camera System Unavailable And Blue Screen Showing On Radio Display

Discussion: Back up camera shows blue or camera not available message. Check for any codes in the system. Check radio is up to date on software. Review service information (Diagnosis and testing - Rear Camera) & wiring diagrams. Inspect and check camera wiring connectors, camera connector C1 and In-line connector XY310A & XY485A for loose or bent pin.



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



STAR ONLINE PUBLICATION



Fig 2 Bent Pin

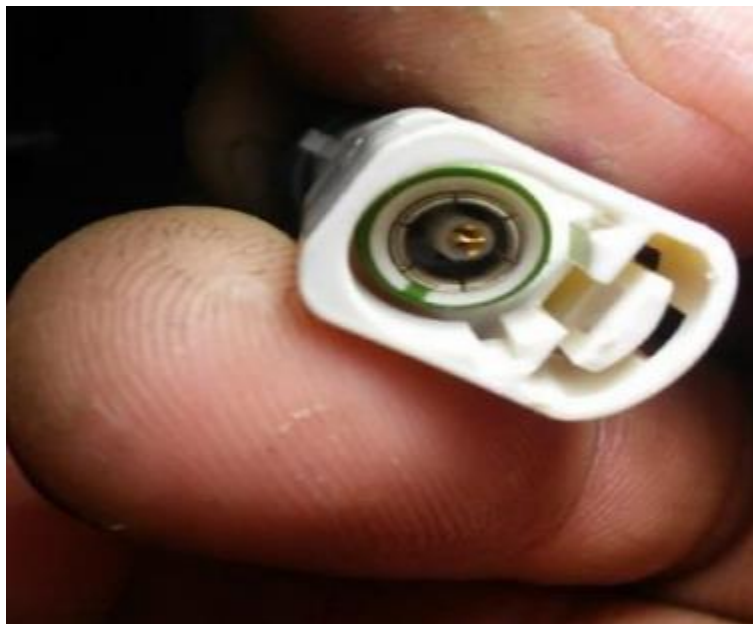


Fig 3 Bent Pin

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



STAR ONLINE PUBLICATION

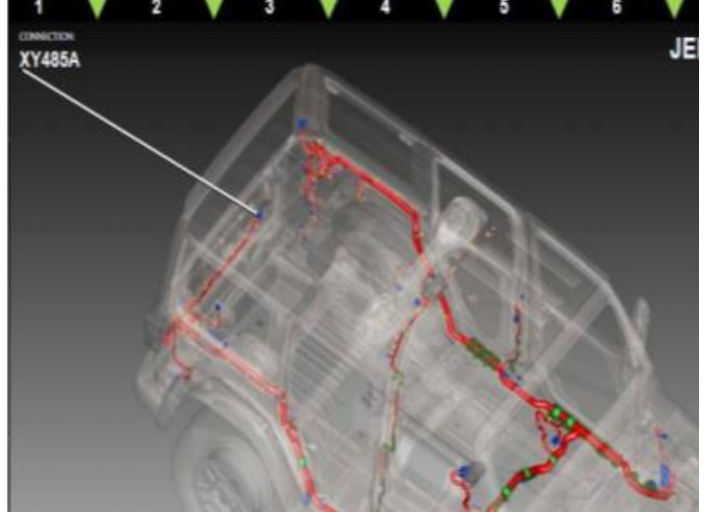


Fig 4 Tailgate

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