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Case Number: S1808000097 – REV. A

Release Date: 03/20/2021

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

Discussion: The following is applicable for rear back-up camera systems only; it does not apply to the surround view camera systems. Verify the vehicle is not a 360 Degree Surround-view equipped truck by checking front grill. If there is a camera in the front grill (inside the 'A' in RAM) then the vehicle is a Surround-view equipped vehicle. This procedure does not apply.

For vehicles that have a single Back-up Camera system only, if a Blue or Blank screen exists when shifting to reverse, complete the following steps to resolve.

1. Check for applicable TSB or RRT's by VIN and perform any updates as needed.
2. Reset the radio/camera system by conducting a battery reset. Disconnect the negative battery terminal for 15 seconds and reconnect to resync camera and radio boot up.
3. If issue is not resolved, start at the back up camera rear tailgate and inspect the system inline connectors and component connections; use the push/pull method to seat unseated connectors and inspect for any pushed out or loose terminals Fig 1, 2, 3.
4. If no wiring, connector, or terminal issues, replace the Rear View Camera.

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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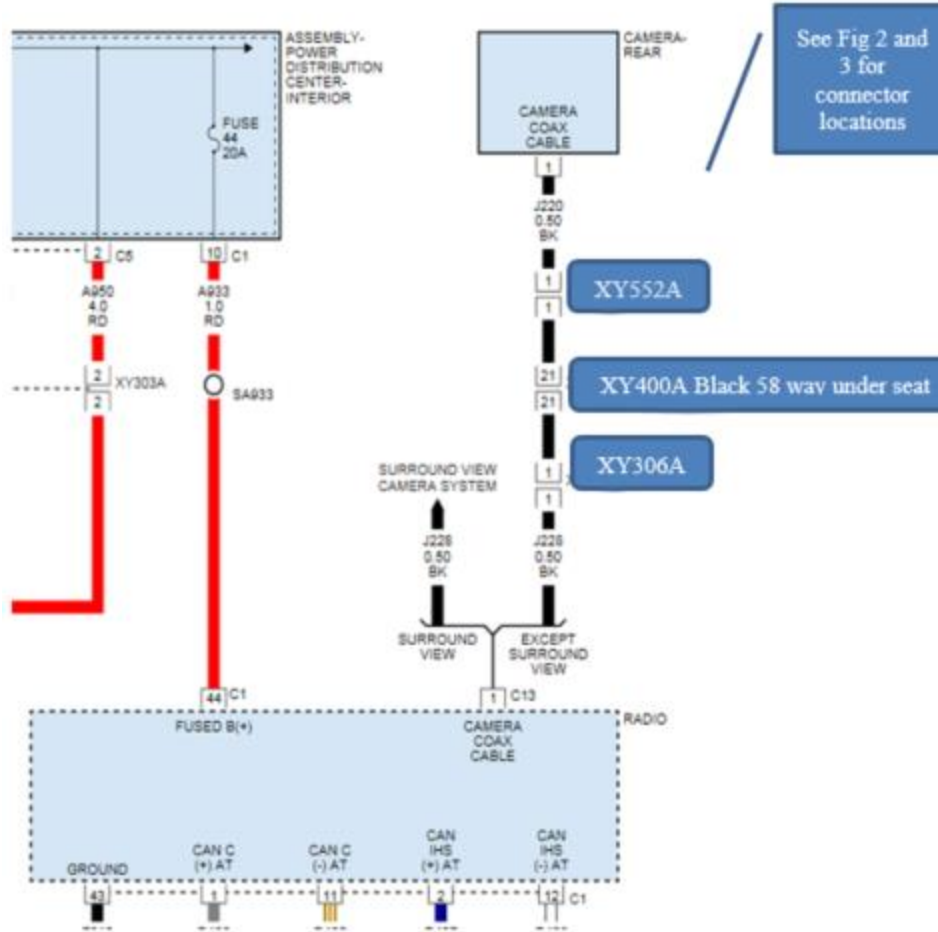


Fig 1.

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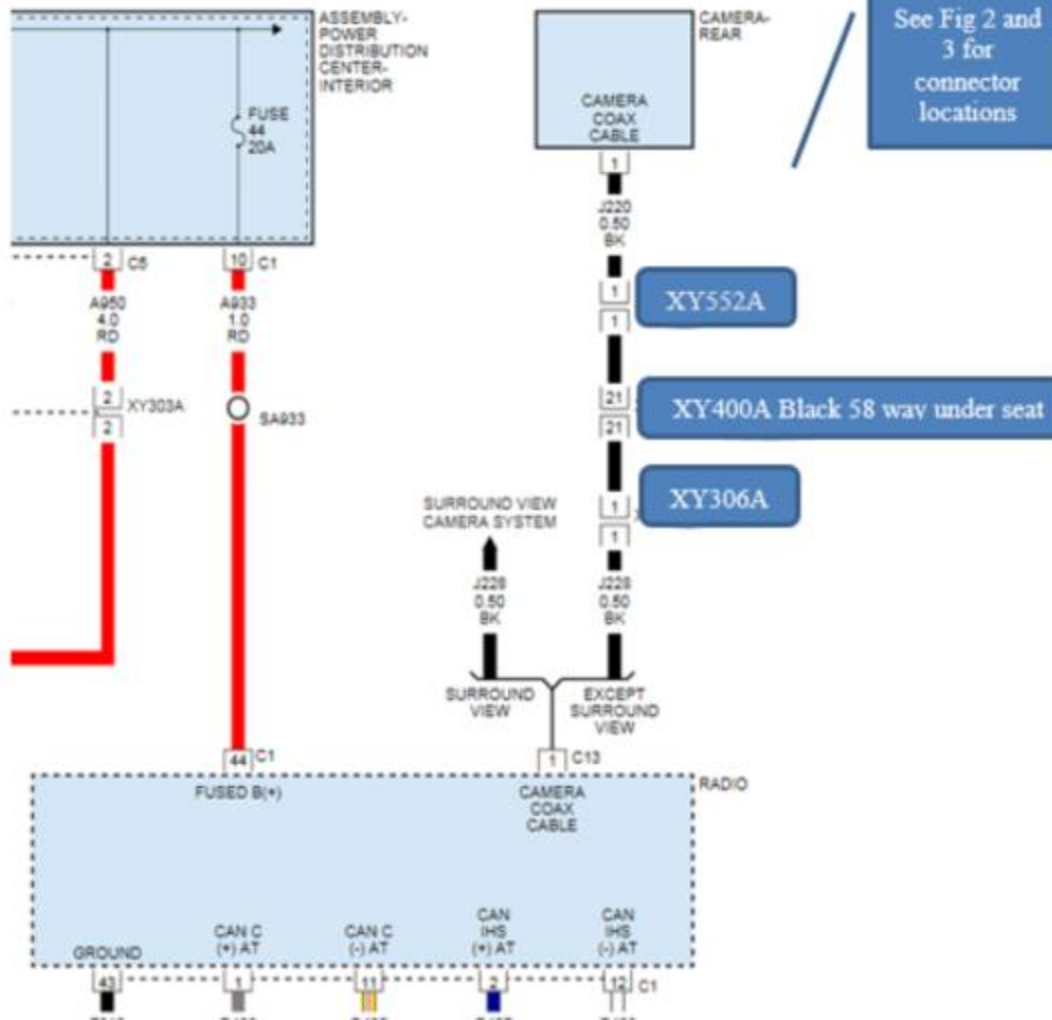


Fig 2.

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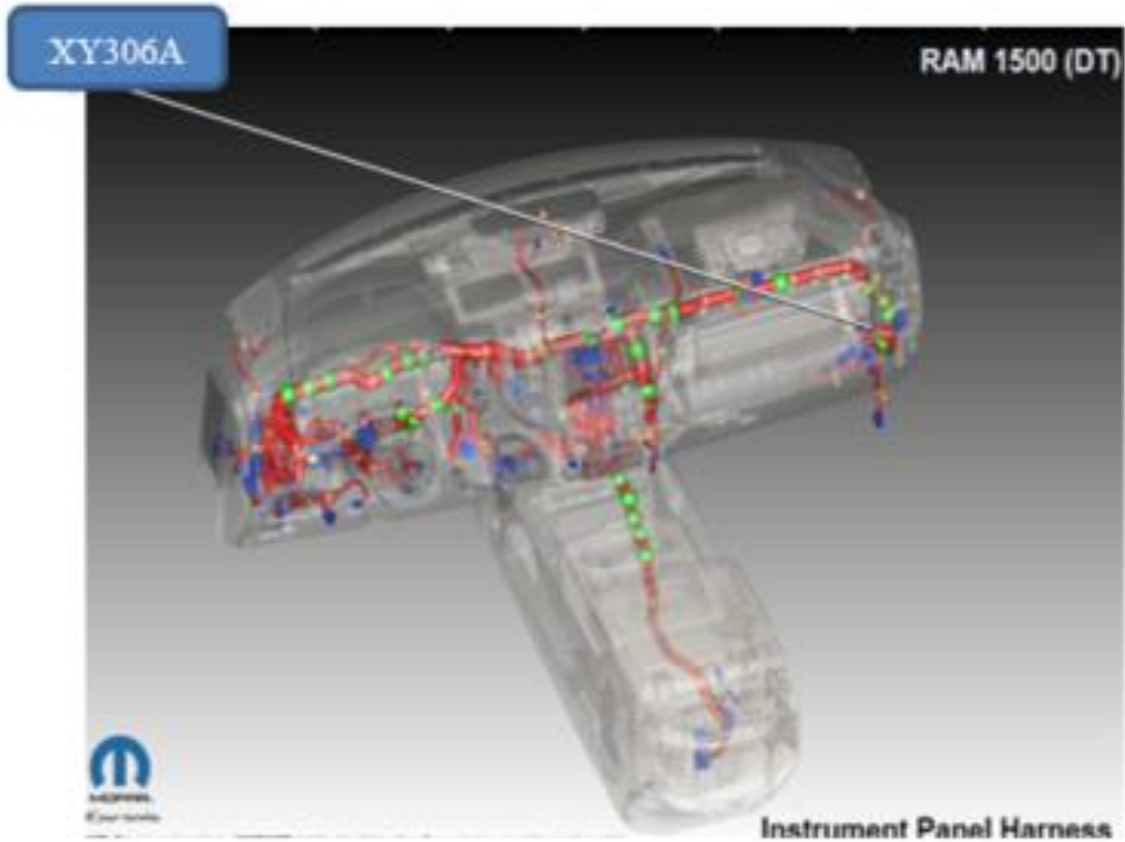


Fig 3.

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