



STAR ONLINE PUBLICATION



Case Number: S2108000157

Release Date: June 2021

Symptom/Vehicle Issue: Intermittently Backup Camera Does Not Display Red/Yellow/Green Gridlines Or Center Guideline

Discussion: If the backup camera gridlines do not display intermittently. The issue could be related to an upcoming Radio software update. Confirm that the issue is related to the Radio software by following the steps below.

Diagnosis: Review the camera related settings in the radio to ensure that camera gridlines are enabled (wait 20 seconds after selecting them in the settings). If they are enabled, review the backup camera display by either shifting to Reverse or using the Rear View Camera soft button on the radio display. Confirm camera displays correct video, but that camera gridlines are absent.

Repair: Do not replace radio or camera for this concern. A vehicle sleep (approximately 1 hour) will reset the camera power and clear the condition. A software FOTA (Flash Over The Air) update is currently being deployed to the field for effected VIN's. Updated radio software which can be installed via USB stick by the dealer is scheduled to be released within the 3rd quarter of 2021.

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