



STAR ONLINE PUBLICATION



Case Number: S2108000126

Release Date: May 2021

Symptom/Vehicle Issue: Camera Image Flickering While Activating Side Steps Or Changing Passenger Seat Position

Technician Observation: When deploying side steps or moving passenger seat position, the customer may notice display glitch or flash a distorted image on surround view camera or backup camera screen.

Discussion: This is most likely caused by EMI from the side step power and ground cables in close proximity to camera coax cable in the body harness. Also, the passenger seat motor has a transient voltage above requirement which introduces EMI to the CVPM camera signal.

Please inspect the coax cable circuits J229, J220, and J228 for damages. Replace the damaged cable if found.

Verify if flickering condition is improved by overlaying the test cable (Mopar test cable 9977-6-8) between CVPM and radio and from rear view camera to CVPM.

Please do NOT replace radio, nor CVPM, camera module for this concern if nothing abnormal found. EMI issues were corrected in MY2020 HD trucks.

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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Backup, cargo, and surround view camera distortion when deploying side steps or when moving passenger power seat position.

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