



STAR ONLINE PUBLICATION



Case Number: S2208000036

Release Date: March 2022

Symptom/Vehicle Issue: Camera Blue/Blank Screen Recovery And Diagnosis

Discussion: This document provides the proper steps for recovering or diagnosing a camera blue/blank screen condition

Repair Procedure: Before replacing either the camera or radio components, perform the following.

1. Perform a hard reset on the radio by removing power from the radio. The radio supplies the power to the camera.
2. If the condition persists upon radio wakeup, disconnect one of the coax cable connections between the camera and the radio, wait 5 seconds, and reconnect.
3. If the condition is still not resolved, repeat the procedure with the other coax connections between the camera and the radio.
4. If the condition is still not resolved, connect a coaxial jumper cable (service cable 9977-8) directly from the camera to the radio.
5. If the condition is still not resolved, proceed with the replacement of the camera.
6. If the condition is still not resolved, replace the radio.

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