



STAR ONLINE PUBLICATION



Case Number: S2208000003

Release Date: January 2022

Symptom/Vehicle Issue: Cargo Camera Blue Screen Or AUX Camera Incorrect Operation

Customer Complaint/Technician Observation: Customer may report a blue screen when accessing the cargo camera. When selecting the AUX camera, the cargo camera activates.

Discussion:

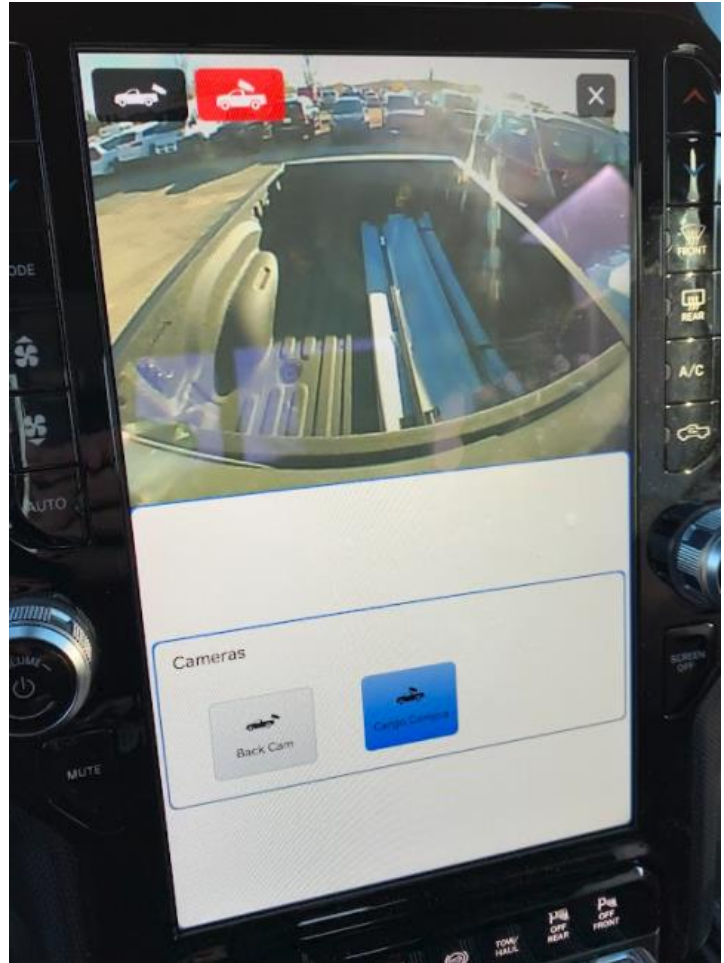
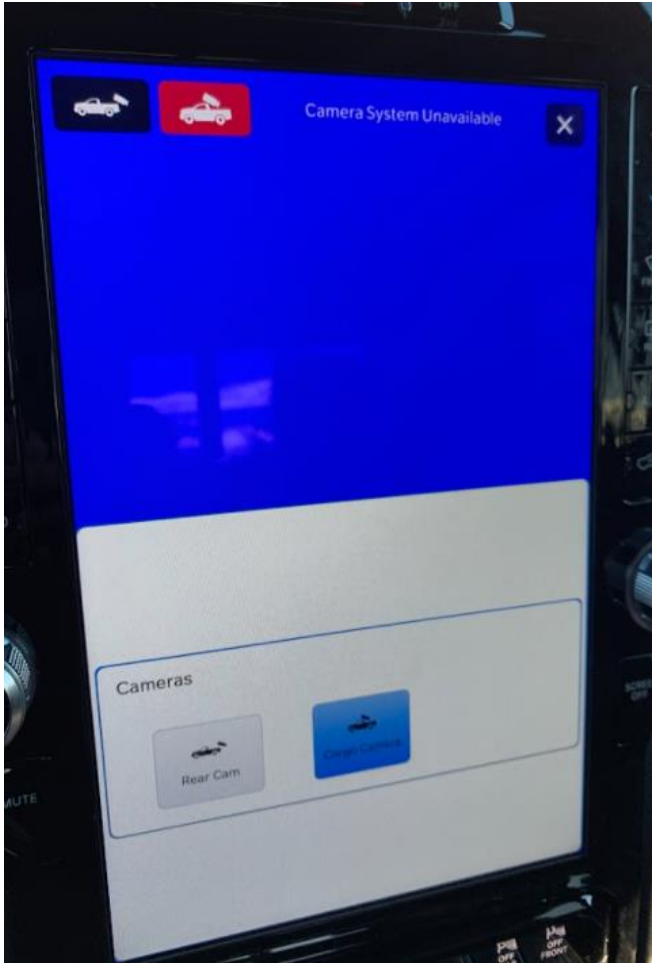
This is an issue in radio software level S21C.6. **Do Not Replace The Radio (ETM)** for these concerns. The issue will be corrected in radio software enhancement over-the-air (FOTA) in 1st Quarter 2022.

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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Incorrect Operation:

Customer will see CHMSL / Cargo Camera view has a blue screen (when not equipped with surround view option)

This will occur if configured with an AUX camera or not.

If configured with an AUX camera, the AUX camera will show the CHMSL camera view. (Cargo camera view)

Software level = S21C.6

Correct Operation:

CHMSL / Cargo Camera should not be blue and AUX should work if equipped

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