



STAR ONLINE PUBLICATION



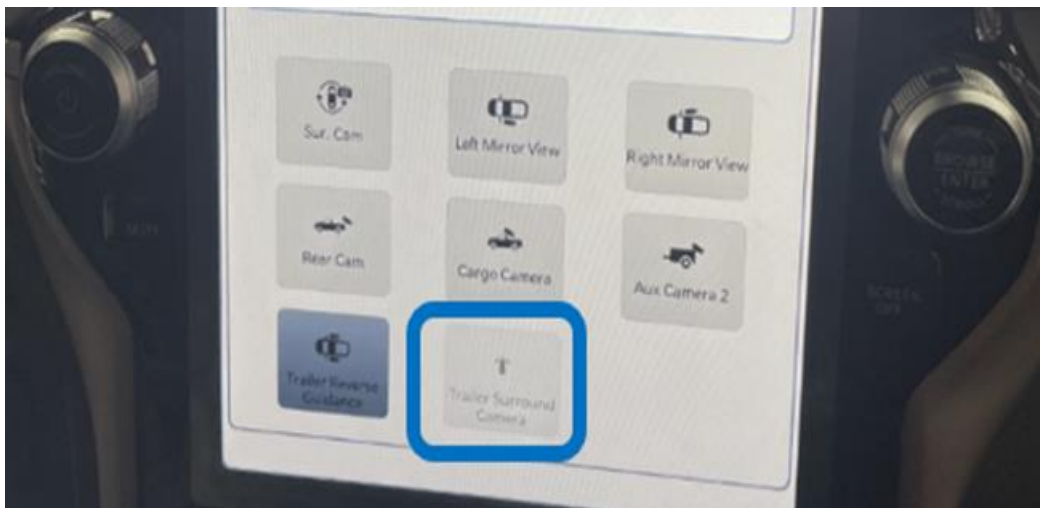
Case Number: S2208000164

Release Date: September 2022

Symptom/Vehicle Issue: Trailer Surround View Camera Icon Greyed Out on The Radio Display

Owner Complaint/Technician Observation: Owner complains the radio display has a greyed-out icon for Trailer Surround View Camera. Technician observed the vehicle has no Diagnostic Trouble Codes (DTC's) and the icon does not respond to any input or updates.

Discussion: The trailer surround view camera icon may appear on some radios and appear greyed out if the vehicle is equipped with sales code **(XAK) Surround View Cameras** but **not equipped** with optional sales code **(XN1) Trailer Surround View System**. The trailer surround view system does include added trailer cameras, a trailer module and software to support. Do not attempt any service repairs for this concern, the vehicle must have both **XAK** and **XN1** sales codes and components for this feature to operate properly.



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, eCONTACT or Service Library entry if no solution is found.