



STAR ONLINE PUBLICATION



Case Number: S238A000003

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Symptom/Vehicle Issue: Backup Camera Blue Screen After Flat Bed Install

Discussion: The customer complains the backup camera screen is blue in reverse. Vehicle had pickup box removed and a flatbed installed. Upfitter may have added sales code XBC – Delete Pickup Box.

Starting in 2019 all Heavy-Duty pickups (2500 DJ & 3500 D2) built with a box (sales code XBS) will have a digital camera system. HD pickups with factory box delete (sales code XBC) will have an analog camera system.

When an upfitter/dealer adds sales code XBS to HD pickup that had a box (2500 DJ & 3500 D2), the digital back up camera is disabled and system defaults to analog back up camera system. The camera system will not operate properly with digital camera and analog configuration.

Please refer to the RAM Body Builder site for proper upfit and electrical requirements when removing a pickup box from an HD truck. In the RAM Body Builder documents, it is suggested to add sales code 5D7- Field Box Removal Electronic Config and not sales code XBC - Delete Pickup Box.

Do Not Add Sales Code XBC to HD trucks built with factory pickup box. The digital back up camera will be disabled, defaulting to analog camera configuration.

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.