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Case Number: S1808000097 - Rev. D

Release Date: August 2023

Symptom/Vehicle Issue: Back-Up Camera Inoperative Complaints, Radio Display Blue or Blank When Placed in Reverse

Discussion: The following is applicable for rear back-up camera systems only; it does not apply to the surround view camera systems. If needed verify the vehicle is not a 360 Degree Surround-view equipped truck by checking front grill. If there is a camera in the front grill (inside the 'A' in RAM) then the vehicle is a Surround-view equipped vehicle. This procedure does not apply.

For vehicles that have a single back-up Camera system only, if a blue or blank screen exists when shifting to reverse, complete the following steps to resolve.

1. Check for applicable Technical Service Bulletins (TSBs) or Rapid Service Updates (RSUs) by VIN and perform any updates as needed.
2. Reset the radio/camera system by conducting a battery reset. Disconnect the negative battery terminal for 15 seconds and reconnect to resync camera and radio boot up.
3. If issue is not resolved, follow the checks A through B below. The locations of previously identified concerns is also shown and should be inspected. Use the push/pull/push method to fully seat all connectors after inspections. Closely inspect the coaxial ends of the jumper from beginning at the radio C13 Looking for any damage or bent coaxial pins. Use a test cable as needed to isolate any suspect sections.


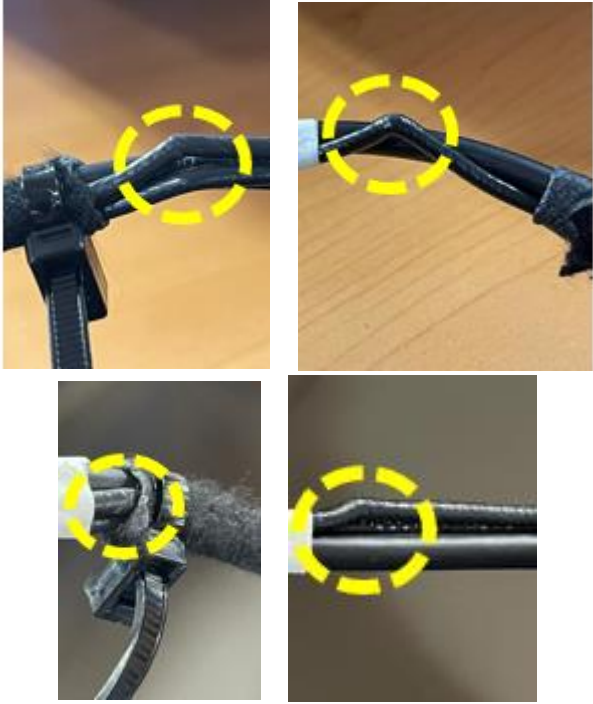
This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

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A	<p>Inspect all connectors to ensure that they are fully seated.</p> <p>Visually check there is no damages on the cable connector pin and ground.</p> <p><i>If condition not corrected, go to step B</i></p>	
B	<p>Check wire surface and look for visible damages as in the images.</p> <p><i>If nothing is detected, go to step C</i></p>	

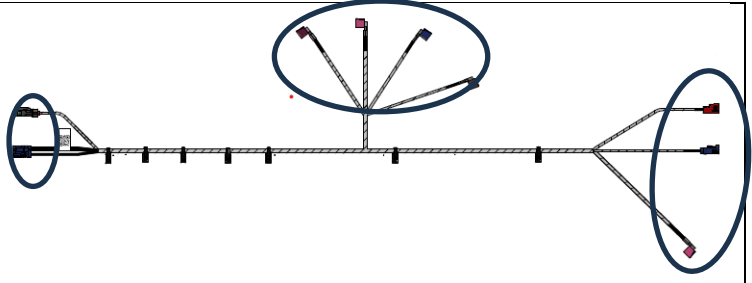
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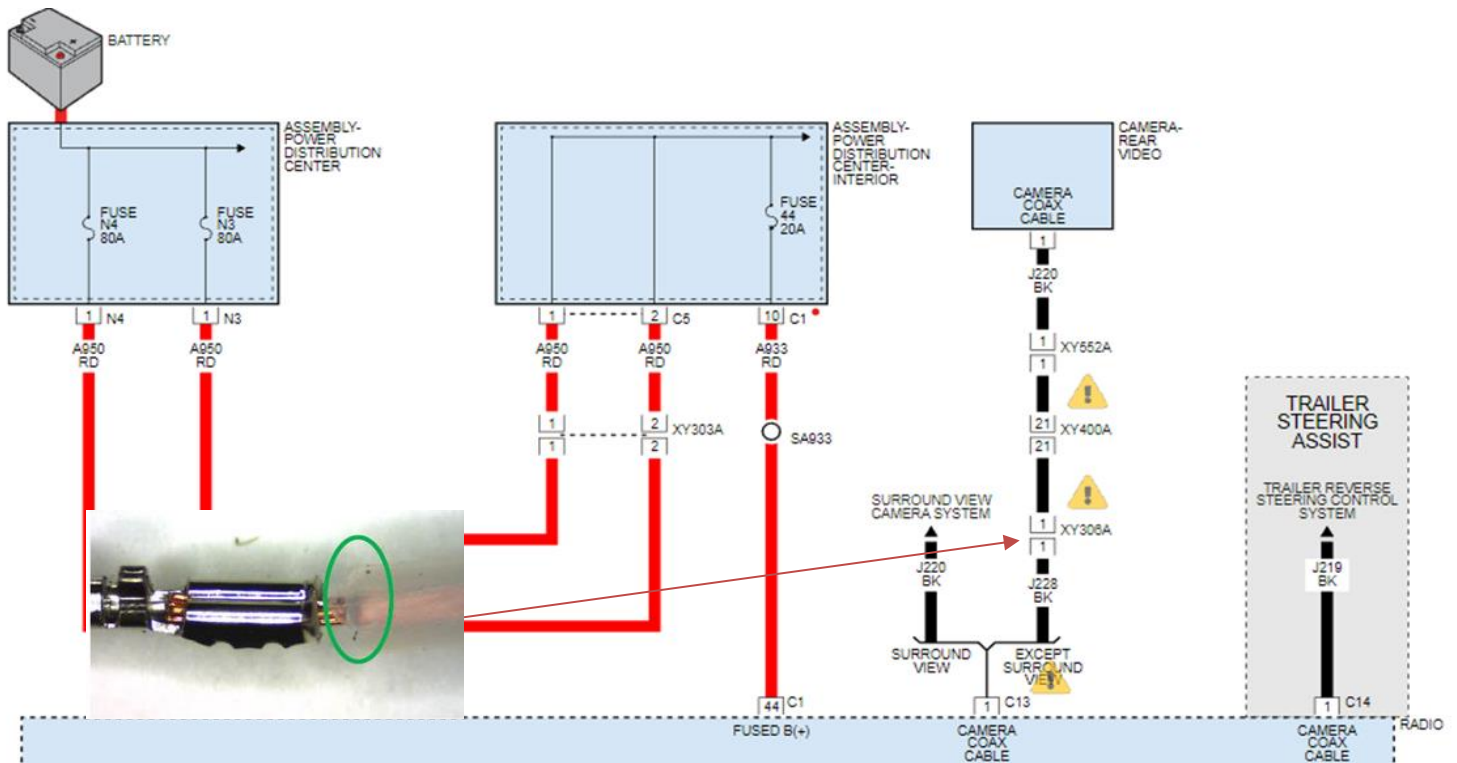


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C	<p>Slightly move the area around the connectors to check if the signal presents some intermittency.</p> <p>If some intermittency is detected, proceed in replacing the harness.</p>	
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Locations of Previously Identified Concerns Below

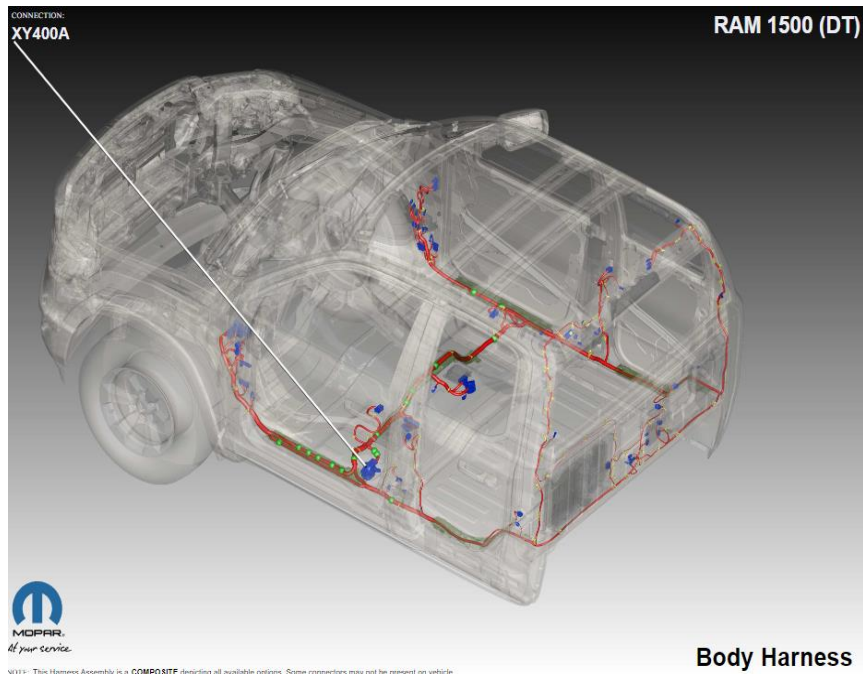
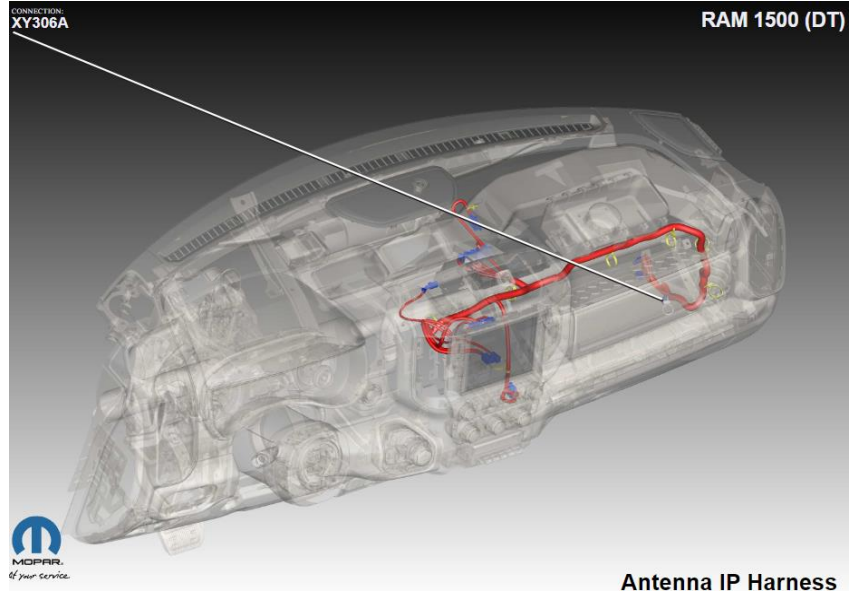


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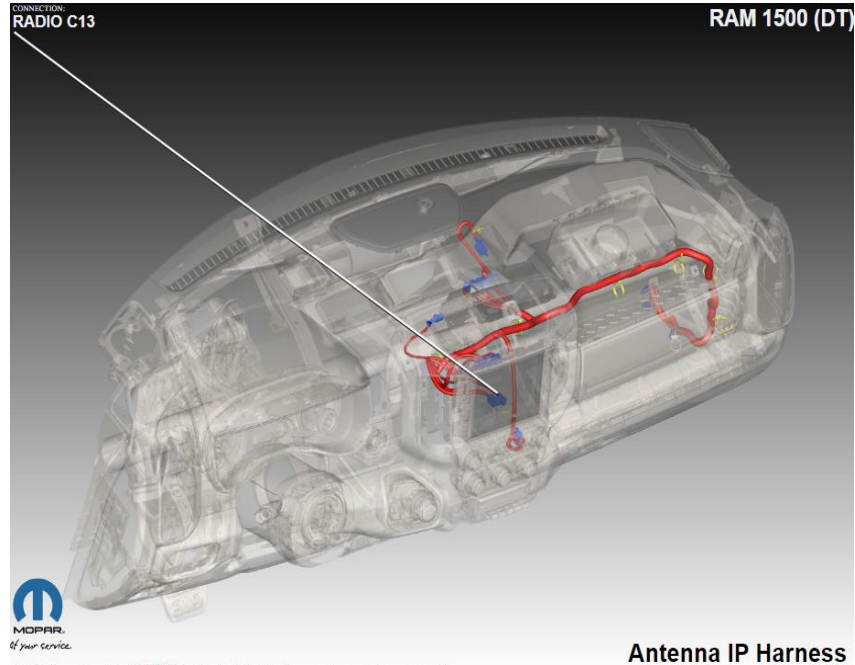


Fig 2

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