



## STAR ONLINE PUBLICATION



**Case Number:** S2408000069

**Release Date:** July 2024

**Symptom/Vehicle Issue:** When Selecting Front Camera View Option, No Display Appears

**Customer Complaint/Technician Observation:** The owner complains front camera view selection does not work. The technician observed the vehicle has set Diagnostic Trouble Code (DTC) U0265 Lost Communication with the Front Camera.

**Repair Procedure:** Verify the vehicle is equipped with sales code XAK (Surround View Camera System). Vehicles with the surround view system do have the option to select a front view, see owner information. Inspect connector XY302A Green connector behind the right-side lower kick panel.

### Top View Plus Front View



Pressing the Front View button will show you what is immediately in front of the vehicle and is always paired with the Top View of the vehicle.

### Front Cross Path View



Pressing the Front Cross Path button will give the driver a wider angle view of the front camera system. The Top View will be disabled when this is selected.

Connector XY302A disconnected behind the right lower kick panel



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.**