



PERSONAL SERVICE LAB

MASTERS OF CARE

Rear Camera Foggy Or Missing Image

DATE: September 9, 2024

This technical bulletin serves as a guide and provides additional diagnostic information for potential rear camera malfunctions, such as an opaque, distorted, or missing images. The guidance applies to vehicles equipped with either the Surround View system or a standard rear camera.

MODELS: M161 Levante (All MY).

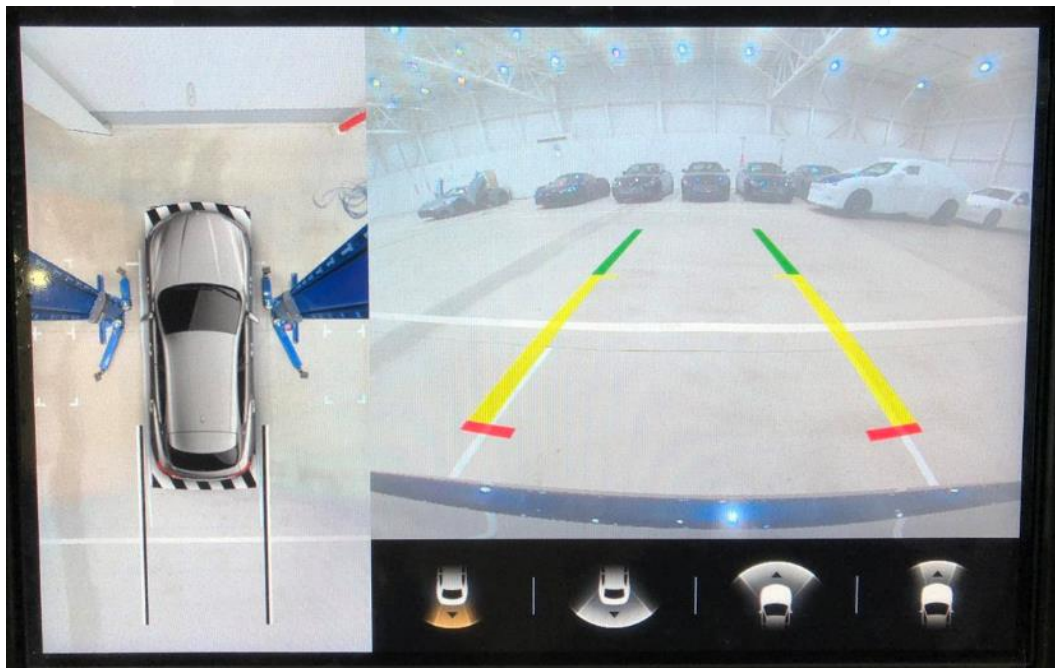
SECTION: 08.71 – 1 CAMERA

ISSUE: Rear camera malfunction (opaque / distorted or absent image - ref. Picture 1)

CONDITIONS: No specific conditions.

FAULTS: Possible DTCs in CVPM / ETM modules:

- C26400 - Lost Communication With Camera Module - Rear-
- A17A92 - Rear Camera-Performance or Incorrect Operation

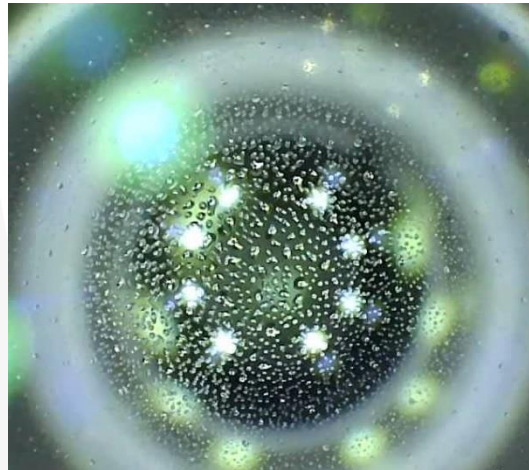


Picture 1 – example of opaque or foggy images from the rear camera

After a full analysis, it was found that the anomaly is linked to water infiltration into the rear camera. Below are some examples:

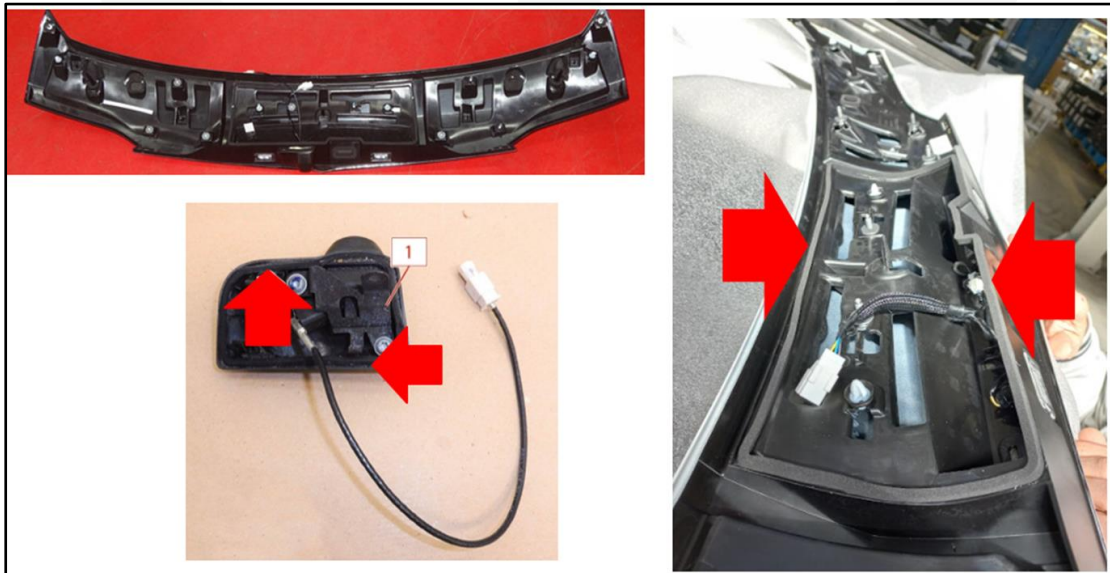


Picture 2 – OK



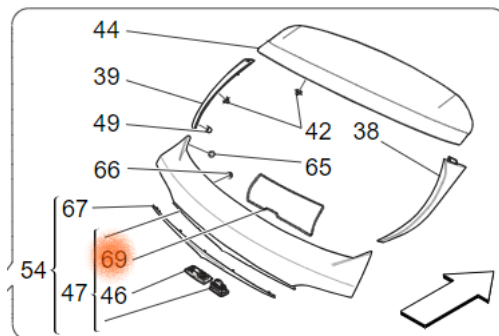
Picture 3 – water infiltration - NOT OK

to investigate the cause of water infiltration and define the correct repair, it is necessary to disassemble the lower spoiler (ref. Modis 09.15 - 1, position 47) and to check the integrity of the gaskets indicated in picture 4. Check the electrical connection of the camera and look for any signs of corrosion / contamination.



Picture 4

In case of confirmed water infiltration in the rear camera, we suggest to replace it along with the lower spoiler gasket, now separately available (Component #69 in table 09.15 -1).



Note: Following the release of this notice and the availability of the gasket, replacements of the entire lower spoiler due to this anomaly can no longer be authorized.