



## STAR ONLINE PUBLICATION



**Case Number:** S238A000062 Rev. B

**Release Date:** October 2024

**Symptom/Vehicle Issue:** Backup Camera Gridlines Missing

**Customer Complaint/Technician Observation:** Customer may notice the rear back up camera gridlines are missing.

**Discussion:** The condition has been identified in some vehicles and a software enhancement is expected in 4<sup>th</sup> quarter 2024.  
Do not replace any parts at this time, replacement parts will operate the same. The field will be notified when updates are available.

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.**