



## STAR ONLINE PUBLICATION



**Case Number:** S2208000045 Rev. A

**Release Date:** November 2024

**Symptom/Vehicle Issue:** Backup Camera Poor Image Quality Inspection

**Discussion:** When the vehicle is placed in reverse, the backup image is shown on the screen. Customers may complain that they see a poor/blurry/dark image on the screen.

**Diagnosis:** Clean off the lens of the camera with a soft cloth to clear any debris. Print out the 8.5x11 eye chart located on the last page of this document. Place the eye chart about 1 foot away from the rear bumper of the vehicle. Compare the image of the eye chart with the test images. If the camera image does not appear more derogated than the test images, the camera is functioning as expected.

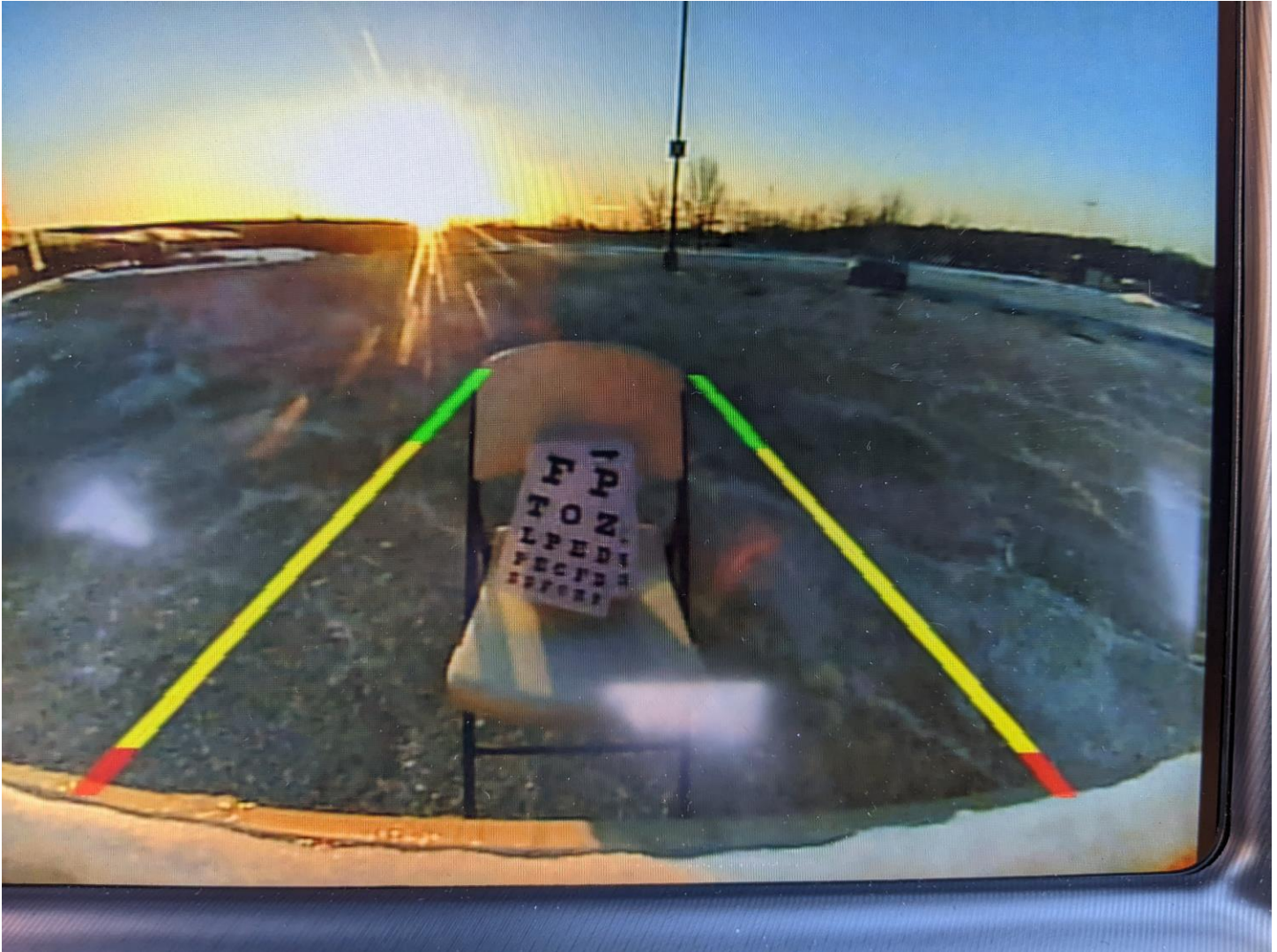
**Images located on the following pages are of an optimal camera image in different ambient lighting conditions. It is normal for the letters on the lower lines to be blurry.**

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 or eCONTACT ticket if no solution is found**



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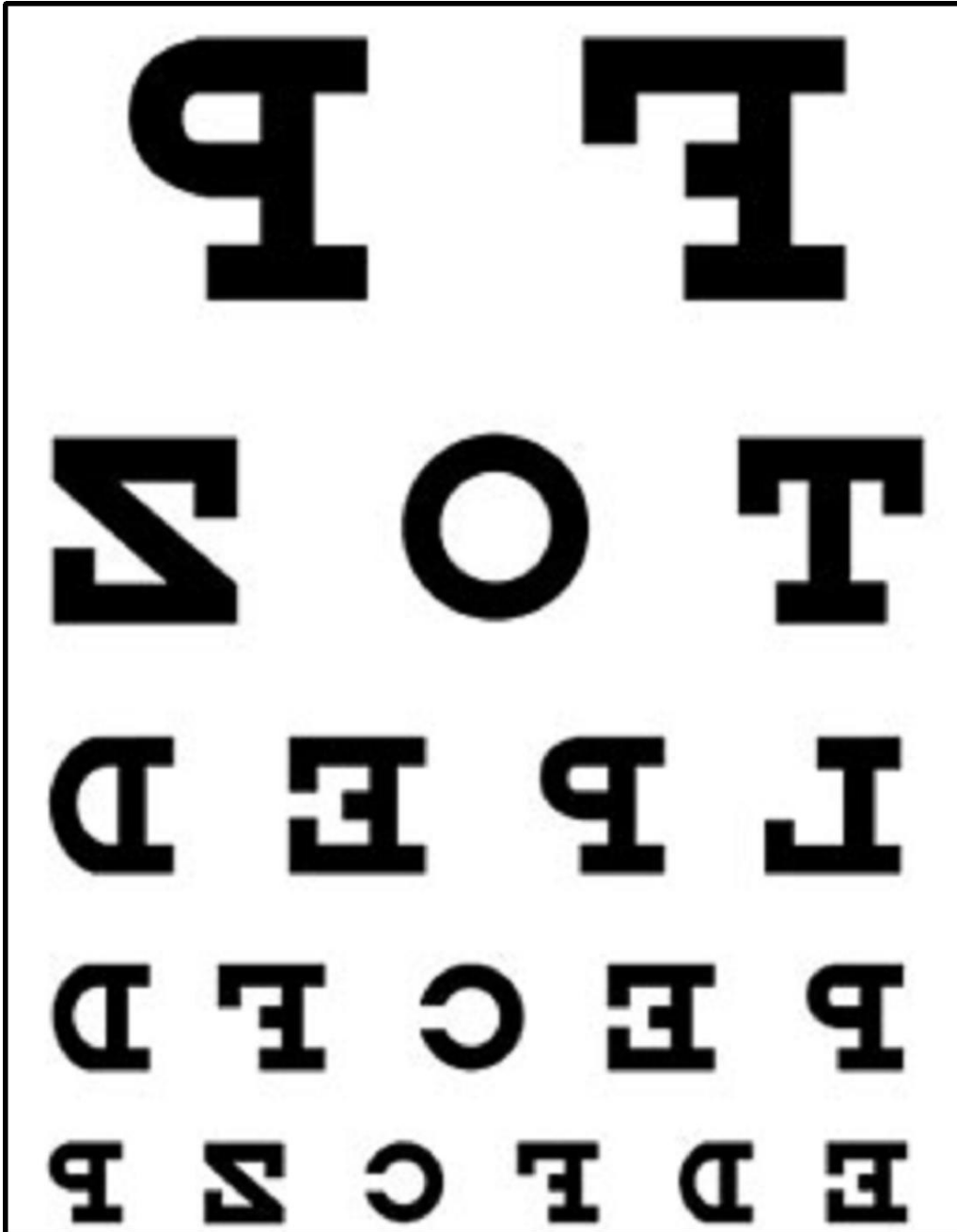


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**Print to stretch and fit a 8.5x11 piece of paper (standard printing paper size).**

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