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Case Number: S258A000006

Release Date: February 2025

Symptom/Vehicle Issue: Rear ParkView Backup Camera Guidelines Not Appearing On Radio Display

Diagnosis: Customer may complain there are no grid lines present on rear view camera. Part return analyses found returned cameras to present with memory corruption. There are no DTCs associated with the issue discussed herein.

Ensure there are no Diagnostic Trouble Codes (DTC)s active or stored that may be related to this concern. If there are LIN Bus or other camera DTCs, follow the respective diagnostic instructions in service library.



Fig 1

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.



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Confirm that the “ParkView Backup Camera Active Guidelines” is selected in the vehicle’s camera settings. Ensure radio software is update to date. Reset the Radio and BCM then perform a sleep cycle followed by relearning the configuration. If gridlines remain inoperative, see repair instructions.



Fig 2

Repair Procedure: If gridlines remain inoperative, replace the backup camera.

Verification: Reverse gridlines operate as designed.

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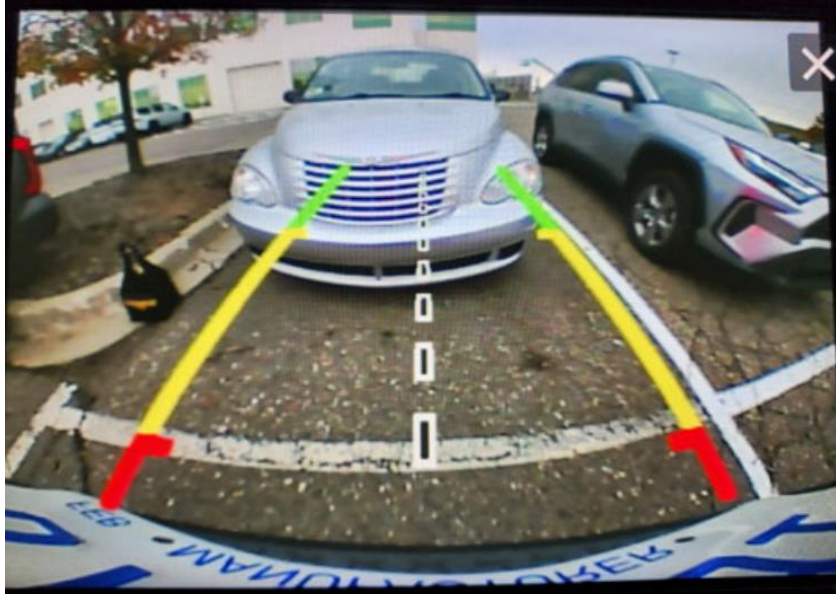


Fig 3

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