



STAR ONLINE PUBLICATION

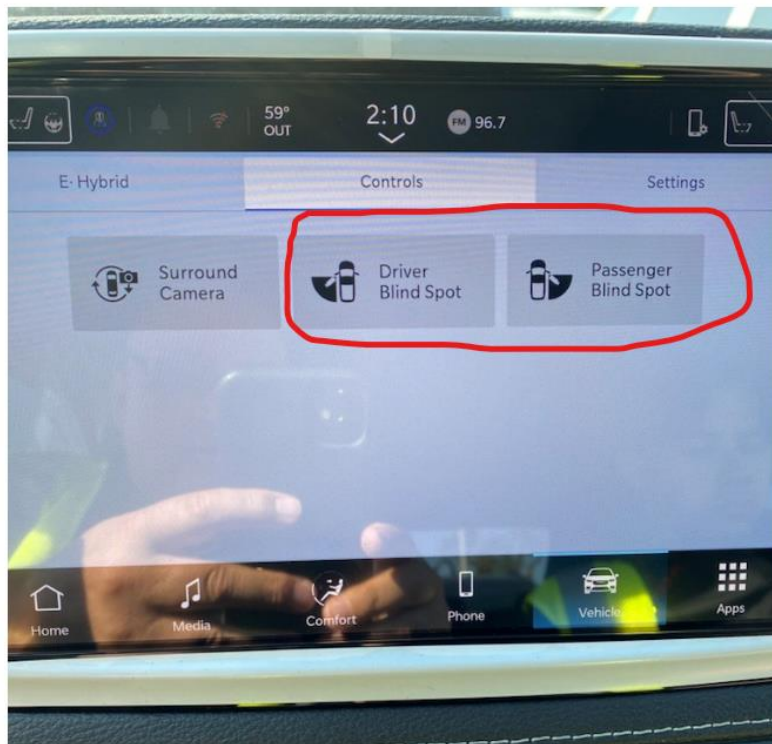


Case Number: S2508000097

Release Date: October 2025

Symptom/Vehicle Issue: Driver And Passenger Blind Spot Camera View Soft Key On Radio Screen Displays Surround Camera View Instead

Discussion: The customer may discover that when pressing the driver or passenger Blind Spot Camera view soft key, that the Surround Camera view is incorrectly displayed instead.



Driver and Passenger Blind Spot Camera View Soft Keys

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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The Blind Spot Camera view feature was not intended to be available on 2026 Model Year RU (Pacifica). The feature was intended to be released starting in 2027 Model Year. The Blind Spot Camera view soft keys are improperly displayed with Radio software U40.20 (U40C) on 2026 Model Year RU.

Do not replace any components for this concern. Advise the customer that the vehicle was not intended to have this feature, and this is why it is inoperative. Engineering is developing a Radio software update for 2026 Model Year to eliminate the Driver/Passenger Blind Spot Camera view soft keys from the radio. Tentative timing for this release is second quarter of 2026.

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