



STAR ONLINE PUBLICATION



Case Number: S2208000045 REV. D

Release Date: June 2026

Symptom/Vehicle Issue: Backup Camera Poor Image Quality Inspection

Models Affected:

2018 – 2026 Dodge Durango (WD)	2018 – 2027 Ram 3500 Pickup (D2)
2018 – 2022 Jeep Grand Cherokee (WK)	2018 – 2027 Ram 2500 Cab Chassis (DD)
2018 – 2023 Jeep Cherokee (KL)	2018 – 2027 Ram 2500 Pickup (DJ)
2018 – 2023 Dodge Challenger (LA)	2018 – 2024 Ram 1500 Pickup (DS)
2018 – 2023 Dodge Charger (LD)	2018 – 2024 Ram 1500Mexico (DX)
2018 – 2023 Chrysler 300 (LX)	2018 – 2027 Chrysler Pacifica (RU)
2018 – 2027 Ram 4500/5500 Cab Chassis (DP)	2018 – 2020 Chrysler Town and Country / Grand Voyager, Dodge Caravan (RT)

Discussion: When placing the vehicle in reverse, the backup camera image is shown on the radio screen. Customers may complain that the image is poor quality, blurry, dark and/or fuzzy. This condition may be considered normal and attributed to the vehicles camera system which uses an analog signal. When compared to other camera systems which use a digital signal, the image will be of lesser quality.

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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Diagnosis: Clean off the camera lens with a soft cloth to remove any debris.

Do Not Use Alcohol Or Solvents To Clean The Camera Lens.
Doing So Can Damage Infrared Coating

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 degraded than the test images, the camera is functioning as expected.

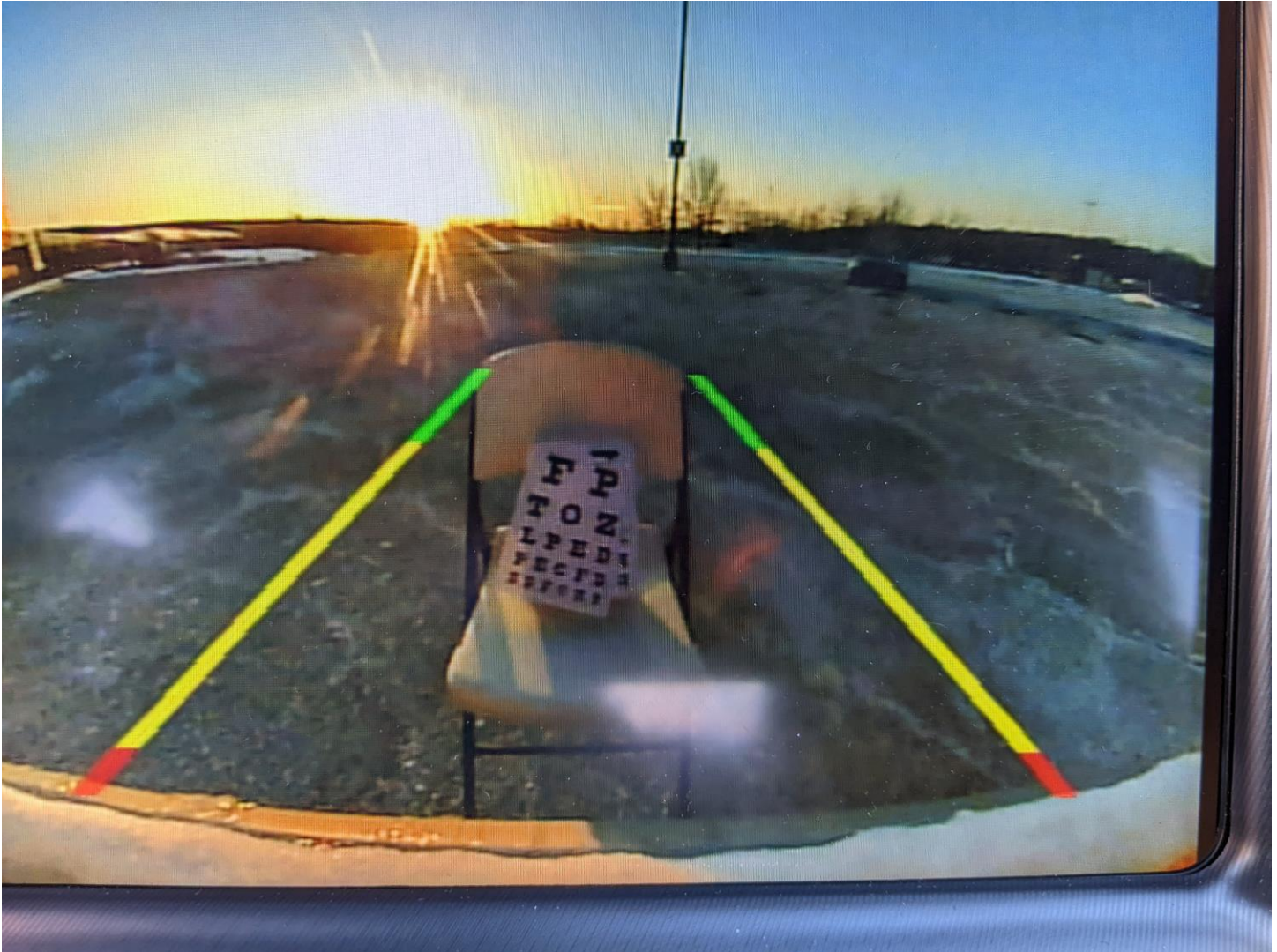
Images located on the following pages are of an optimal camera image in different ambient lighting conditions. It is normal for the letters on the lower lines to be blurry.

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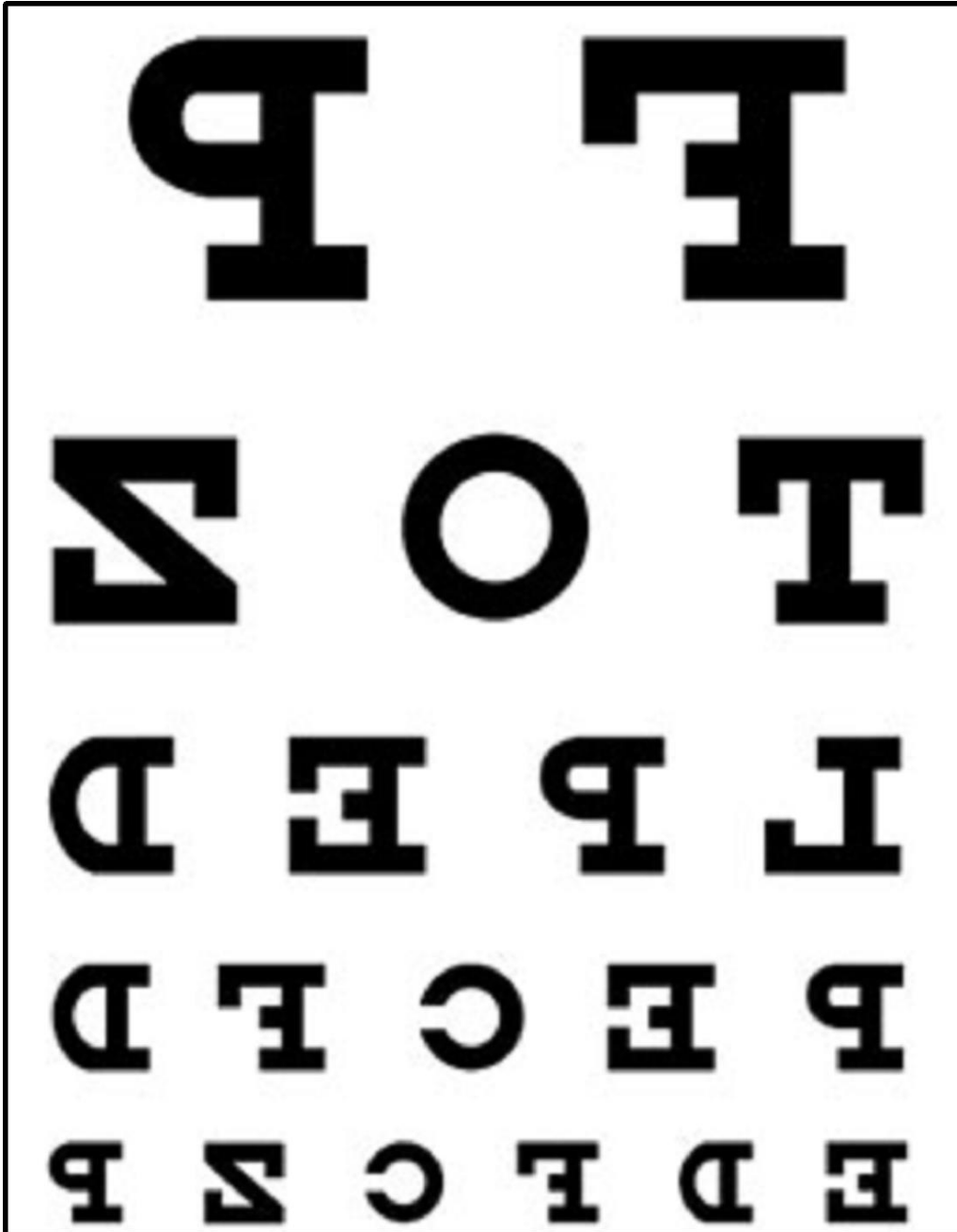


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Print to stretch and fit a 8.5x11 piece of paper (standard printing paper size).

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