



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Normal Characteristic - Radio Intermittently Displays Camera Nearby, Railroad Crossing, Or School Zone Message

**Models:** 2014 Chevrolet SS

### Condition/Concern

Some customers may comment that the radio will intermittently display one of several messages at the bottom of the radio display. Customers may indicate that any one of the following messages: "Camera Nearby, Railroad Crossing, or School Zone" may appear on the radio for several seconds while driving. If the vehicle is taken to a dealership because of this issue, the servicing technician may find this message is difficult, if not impossible to reproduce. There will be no diagnostic trouble codes (DTCs) set as a result of this issue either.

### Recommendation/Instructions

These features are referred to as "Alert Points". These messages are displayed to alert the driver of the presence of various issues or zones surrounding the vehicle. The "Camera Nearby" message indicates the presence of a traffic camera that has been placed near an intersection to ticket drivers who run through red stoplights. The "Railroad Crossing" message indicate the presence of a nearby set of railroad tracks that crosses a public road. The "School Zone" message indicates that the vehicle is traveling near the presence of an established school and reminds the driver to be aware of the possibility of children in the area. This information originates from the software in the Navigation portion of the radio. This is in no way related to the XM weather or traffic system. Because this is a function of the Navigation software, customers may not be alerted to all cameras, railroad crossings, and/or school zones that may be present. For example, some entire states do not install traffic cameras so this particular message may never be witnessed depending on the area in which the vehicle is driven. Another example would be if a new school has just been built, this may not be recorded in the current year's mapping data.

These alerts are a feature of this particular radio and dealership technicians are not to make any repair attempts for this concern. If the customer would prefer not to receive these alerts while driving, simply turn this feature off by going into the Configuration and Navigation menus within the radio, and deselect this option.

### Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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