



Service Bulletin

PRELIMINARY INFORMATION

Subject: Rear Park Assist Symbols Unavailable Message Displayed In Back Up Camera

Models: 2014 Chevrolet Silverado 1500
2015 Chevrolet Silverado, Suburban, Tahoe
2014 GMC Sierra 1500
2015 GMC Sierra
With Base Radio (RPO IO3)
With Rear Vision Camera (RPO UVC)
WITHOUT Park Assist (RPO UD7 Or UD5)

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some owners may comment that while the vehicle is in reverse, the rear vision camera will display "Rear Park Assist Symbols Unavailable", when the truck is not even equipped with rear park assist. Also, they may comment that there are no steering guide/grid lines displayed on the radio / ICS.

Recommendation/Instructions

Engineering is aware of the "Rear Park Assist Symbols Unavailable" message and currently working to correct the issue.

The steering guide/grid lines are not available with this radio (RPO IO3) combination.

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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