

# Customer Satisfaction Program

## 16158 Rearview Camera Image Reversed



Reference Number: N162060430

Release Date: December 2016  
Revision: 00

**Attention:** This program is in effect until January 31, 2019.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Acadia	2017	2017		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2017 model year GMC Acadia vehicles, equipped with non-surround view camera, may have a condition in which the rearview image will show a reversed image when in reverse.
<b>Correction</b>	Inspect and, if necessary, replace the rearview camera.

### Parts

Quantity	Part Name	Part No.
1	Camera Assembly-Rear View	23132328

**Note:** It is estimated that **less than 1%** of involved vehicles will require camera replacement. Please **DO NOT** order parts for shelf stock.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102800	Inspect Rear View Camera Function	0.2	ZFAT	N/A
9102801	Replace Rear View Camera Assembly (Includes Inspection)	0.8	ZFAT	

### Service Procedure

1. Park the vehicle with an easily identifiable object behind one side of the vehicle, such as another vehicle (a white SUV is parked behind the left side of the subject vehicle in the images below).
2. Set the parking brake.
3. With the foot brake applied, start the vehicle and place the gear selector in reverse gear.
4. Observe the rear view image on the instrument panel display screen.



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- If the item (white SUV) appears on the **Left (CORRECT)** side of the screen, no further action is required.

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- If the item (white SUV) appears on the **Right (INCORRECT)** side of the screen, proceed to step number 5.
5. Replace the rear view camera located on the vehicle liftgate trim. Refer to *Rearview Driver Information Camera Replacement* in SI.

### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through January 31, 2019. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through January 31, 2019, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

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### Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

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January 2017

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2017 model year GMC Acadia, equipped with non-surround view camera, may have a condition in which the rearview image will show a reversed image when in reverse.

Your satisfaction with your Acadia is very important to us, so we are announcing a program to correct this condition.

**What We Will Do:** Your GM dealer will inspect and, if necessary, replace the rearview camera. This service will be performed for you at **no charge until January 31, 2019**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GMC Acadia provides you many miles of enjoyable driving.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

16158

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4299  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 14, 2016

Subject: 16158 - Customer Satisfaction Program  
Rearview Camera Image Reversed

Models: 2017 GMC Acadia  
Equipped with Non-Surround Rearview Camera

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 16158 today. The total number of U.S. vehicles involved is approximately 6,674. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin in early January 2017.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated December 16, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS