



Service Bulletin

PRELIMINARY INFORMATION

Subject: Intermittent Loss of Rear Camera Gridlines and/or Service Rear Vision System Message

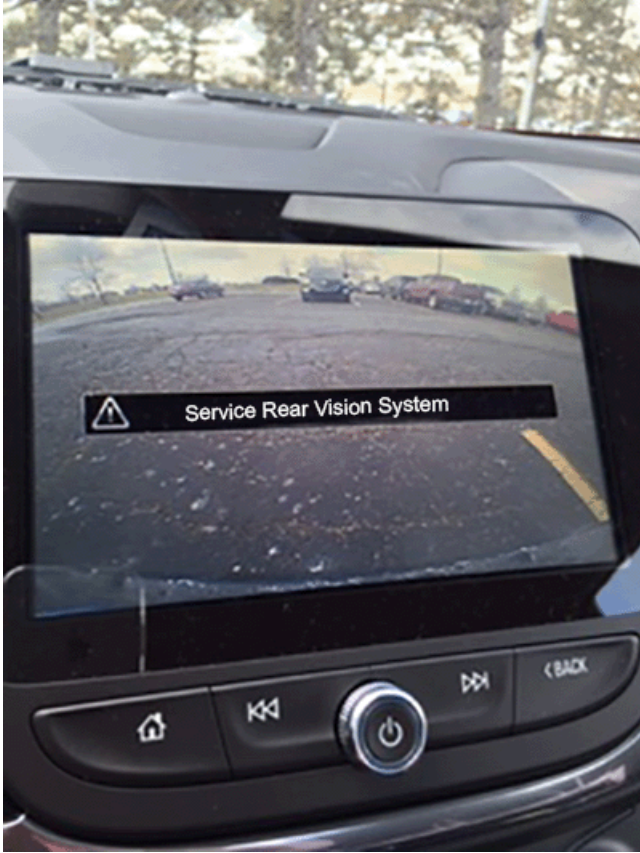
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	LaCrosse, Regal	2016	2017	All	All	All	All
Buick	Envision	2017	2017	All	All	All	All
Cadillac	ATS, CT6, CTS, Escalade, XTS	2016	2017	All	All	All	All
Cadillac	XT5	2017	2017	All	All	All	All
Chevrolet	Camaro, Colorado, Corvette, Cruze, Impala, Malibu, Silverado, Suburban, Tahoe, Volt,	2016	2017	All	All	All	All
GMC	Canyon, Sierra, Yukon	2016	2017	All	All	All	All
GMC	Acadia	2017	2017	All	All	All	All

Involved Region or Country	NA and NA Export regions
Additional RPO/s:	Only with RPO IO5 or IO6 (NGI Radio) AND RPO UVC (Rear Vision Camera)
Condition	Some customers may complain of an intermittent loss of gridlines in the rear camera display screen and a "Service Rear Vision System" message that both happen at the same time. At this time, the normal rear vision camera image will still be displayed as shown in the photo below. In some cases, the concern will correct itself before shifting back to drive and it is unlikely for the concern to occur over multiple ignition cycles. No DTCs will be stored if this PI applies

Cause	Unknown
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Correction

If this complaint is received, check for DTCs, If DTCs are present, normal SI diagnosis should be followed and the concern should be repaired as necessary since this PI does not apply if DTCs are present. If no DTCs are present and the customer has described this exact concern, do not replace any parts for this concern. Customer Information- Please communicate to the customer that we apologize for this inconvenience and that General Motors is currently evaluating this concern. This PI will be updated with additional details as they become available and/or a related service bulletin will be released once a fix is available.



Warranty Information

Labor Operation	Description	Labor Time
3480418*	Check DTCs and Evaluate Rear Vision Camera Operation	0.2 hr.
	* This is a unique labor operation for bulletin use only.	

Version	2
Modified	1/6/2017 to update administrative details

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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