



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-322

Date: October, 2017

TECHNICAL

Subject: Service Rear Camera Message with Key Off and Exterior Illumination Lights On

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|--------|-------------|------|---|----|---------|---------------|
| | | from | to | from | to | | |
| Chevrolet | Cruze | 2018 | 2018 | Region of Build: Mexico (VIN position 1, Character 3) | | All | All |

| | |
|-----------------------------------|---|
| Involved Region or Country | North America and N.A. Export Regions |
| Additional Options (RPOs) | Mexico region built vehicles equipped with Radios IOA or IOB only |
| Condition | Some customers may comment that the service rear camera message appears on display when vehicle is off and exterior illumination lights come on. |
| Cause | This may be due to the reverse lights coming on for exterior illumination with the key off; the rear view camera attempts to activate but cannot due to no power. |
| Correction | USB program the radio with the latest TIS2web update. |

Service Procedure

If this concern is experienced, USB program the radio with the latest TIS2web update, which is designed to address this and currently titled: "New software to address Service Rear Camera message and to correct spontaneous radio wake-up when vehicle is off." Refer to *A11 Radio: Programming and Setup (IOA/IOB)* in SI for detailed instructions.

After USB programming the radio, SPS program the radio if any SPS updates exist in TIS2web. If the latest SPS files are already in the radio, SPS programming of the radio may not be allowed. If this occurs, SPS programming is not required.

Parts Information

No parts needed for this condition.

Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description | Labor Time |
|-----------------|------------------------------|------------------------------------|
| 2810335 | Radio Reprogramming with SPS | Use Published Labor Operation Time |

| | |
|-----------------|--------------------------|
| Version | 1 |
| Modified | Released October 9, 2017 |

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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