



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-331

Date: October, 2017

INFORMATION

Subject: Rear View Camera Guidelines Not Present at Times

Attention: This bulletin ONLY applies to the year, model and RPO combinations shown in the table below if also equipped with Single Rear Vision Camera System (RPO UVC).

Year	Make and Model	BYOM2 (RPOs IOA, IOB)	Info 3.0 (RPOs IOR, IOS, IOT, IOU)	NGI (RPOs IO5, IO6)
2017	Cadillac Escalade Models			X
2017	Chevrolet Silverado	X		X
2017	Chevrolet Suburban			X
2017	Chevrolet Tahoe			X
2017	GMC Sierra	X		X
2017	GMC Yukon Models			X
2018	Buick Enclave			X
2018	Buick LaCrosse			X
2018	Cadillac ATS		X	
2018	Cadillac Escalade Models			X
2018	Cadillac CT6			X
2018	Cadillac CTS		X	
2018	Cadillac XT5			X
2018	Cadillac XTS		X	
2018	Chevrolet BOLT	X		
2018	Chevrolet Camaro	X		X
2018	Chevrolet Colorado	X		X

Year	Make and Model	BYOM2 (RPOs IOA, IOB)	Info 3.0 (RPOs IOR, IOS, IOT, IOU)	NGI (RPOs IO5, IO6)
2018	Chevrolet Corvette			X
2018	Chevrolet Cruze	X		X
2018	Chevrolet Equinox			X
2018	Chevrolet Impala			X
2018	Chevrolet Malibu	X		X
2018	Chevrolet Silverado	X		X
2018	Chevrolet Sonic		X	
2018	Chevrolet Suburban			X
2018	Chevrolet Tahoe			X
2018	Chevrolet Traverse	X		X
2018	Chevrolet Trax		X	
2018	Chevrolet Volt			X
2018	GMC Acadia	X		X
2018	GMC Canyon	X		X
2018	GMC Sierra	X		X
2018	GMC Terrain		X	
2018	GMC Yukon Models			X

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Light Duty Trucks	2017	2018				
Cadillac							
Chevrolet							
GMC							

Important: This bulletin **DOES NOT** apply to vehicles with (RPOs UVH, UVJ).

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with RPO UVC and any of the model/RPO combinations in the table above.
Condition	Some customers may report that the Rear View Camera (RVC) guidelines are temporarily not available at times but the RVC will remain on during the concern. Additionally, no related DTCs will be found if this bulletin applies. One example of when this concern may be observed is if a customer quickly starts the car and immediately places the shifter in Reverse while the infotainment system is still in the initial boot up process.
Cause	This is a result of the RVC image being provided via an alternate robust RVC feed from the Video Bypass Module (NGI systems) or from the radio (BYOM2 and Info 3.0 systems). This alternate robust RVC feed is provided in the event that the primary RVC feed is not available for any reason just to ensure that the RVC image is always present when in reverse.
Correction	If this concern is experienced and no related codes are present, DO NOT replace any parts as it is normal for the RVC guidelines not to be present when the RVC image being displayed is from the alternate robust RVC feed. If this occurs after quickly starting the vehicle and immediately placing the shifter in Drive, the RVC guidelines can be displayed again in most cases if they are really needed by safely coming to a stop, placing the transmission in Park for a moment, and then shifting to Reverse again.

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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 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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