



# Service Bulletin

File in Section: -

Bulletin No.: 17-NA-375

Date: November, 2017

## INFORMATION

**Subject: Diagnostic Tips for Rear Vision Camera Image that is Grainy, Distorted and/or Pixelated**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	LaCrosse, Regal	2014	2018				
Cadillac	ATS	2013	2018				
	CTS	2014	2018				
	ELR	2014	2016				
	Escalade Models	2015	2018				
	CT6	2016	2018				
	SRX	2013	2016				
	XTS	2013	2018				
Chevrolet	Colorado	2015	2018				
	Corvette	2014	2018				
	Cruze	2016	2018				
	Impala (VIN 1)	2014	2015				
	Impala	2015	2018				
	Malibu	2016	2018				
	Silverado 1500	2014	2014				
	Silverado, Suburban, Tahoe	2015	2018				
	Volt	2016	2018				
GMC	Canyon	2015	2018				
	Sierra 1500	2014	2014				
	Sierra, Yukon Models	2015	2018				

<b>Involved Region or Country</b>	North America and N.A. Export Regions
<b>Additional Options (RPOs)</b>	Equipped with Radio Infotainment System RPOs (IO4, IO5, IO6, RAO, UAV and UY4)
<b>Condition</b>	Some customers may comment on the rear vision camera image being grainy, distorted and/or pixelated.
<b>Cause</b>	<p>Depending on the lighting and build variation, this condition may be normal characteristic rather than a quality issue in the parts, wiring or software.</p> <p>Vehicles that are equipped with a Human Machine Interface Module, Video Bypass Module, and/or a Video Processing Module will appear to have a rear camera image that is noticeably more 'noisy', 'fuzzy', 'blurry', or 'washed out'. This is inherent to the engineering of the system and does not immediately indicate an issue with the customers vehicle. Vehicles with rear vision systems that do not integrate these modules will have a noticeably 'crisper', 'sharp', or even more 'colorful' image. For example, if you compare a BYOM equipped Silverado to an NGI equipped Silverado, the rear camera image on the BYOM system will perform better than that of the NGI equipped Silverado.</p> <p><b>Note:</b> This is why the rear camera image on a Silverado/Sierra truck with infotainment system RPO IOB will typically have a clearer image than one that is equipped with infotainment system RPOs IO5/IO6.</p>
<b>Correction</b>	<p>If this concern is encountered, it is suggested to compare the image quality to a like vehicle in the same lighting conditions to ensure it is abnormal before replacing any parts, such as the HMI, VBM, or VPM. When making the comparison, it is important that it is the same model year, same infotainment RPOs (IO5 or IO6), and same rear camera system.</p> <p>If the same concern is exhibited on a like vehicle and there are no DTCs or related PIs/ Bulletins on the issue, it should be considered a normal operating characteristic and no repairs should be attempted.</p> <p>If there are DTCs stored and/or the image quality is abnormal as compared to a like vehicle, inspect the following items as necessary if SI diagnosis does not isolate the cause of the concerns:</p> <ul style="list-style-type: none"> <li>• Clean the lens of the rear camera with isopropyl alcohol and a soft tissue (to avoid scratching of the lens).</li> <li>• Check connections at the camera and ensure that there is no corrosion or improper seating of the terminals or connector.</li> <li>• Disconnect/reconnect negative battery cable to determine if it corrects any of the concerns. If so, disconnect/reconnect the VPM, VBM, and/or HMI module one at a time to power cycle the module and isolate which one may be causing the concern.</li> <li>• Check for loose connections, bent pins, and/or backed out/loose terminals at the VPM (if equipped), VBM (if equipped), and/or HMI module.</li> <li>• Check for excessively taut cables/wiring related to the rear camera system. Wiring/ connector repairs may be a necessity in these cases (DO NOT replace modules if cable wiring is too short or mis-routed. Exchanging a module will not fix the concern).</li> <li>• Inspect camera signal circuits 6972 and 6973 for high resistance, poor terminal tension, bent terminals, shorts to ground, etc. Replace and/or repair any damaged terminals, modules with bent pins, or wiring as necessary.</li> </ul>

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