



Service Bulletin

File in Section: -


Bulletin No.: 17-NA-362

Date: December, 2017

TECHNICAL

Subject: Diagnostic Tip for Misaligned Rear View Camera Gridlines

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2018	2018	SOP	September 11, 2017		

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with RADIO-INFOTAINMENT SYSTEM - MIDLEVEL HMI, MIDLEVEL CONNECTIVITY (RPO IOB)
Condition	 <p style="text-align: right; font-size: small;">4897753</p> <p>Some customers may comment on the rear view camera gridlines not being aligned properly and gives an inaccurate indication of the vehicle path.</p>
Cause	This condition may be caused by a software anomaly.
Correction	SPS program the radio with the latest TIS2 Web Calibrations, which are designed to correct this issue. The rear camera calibration description should read: " New calibrations to correct rear camera guidelines."

Service Procedure

SPS program the radio with the latest TIS2 Web calibrations, USB programming will not fix this issue.

Important: Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install the

EL-49642 SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

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

Version	2
Modified	Released November 17, 2017 December 1, 2017 – Updated the information under the Condition and Service Procedure sections.

