



Service Bulletin

Bulletin No.: 17-NA-331

Date: January, 2025

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 or (RPOs UVC, UVB).

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
2018-2020	Buick Regal		X	
2018	Cadillac ATS		X	
2018	Cadillac Escalade Models			X
2018	Cadillac CT6			X
2018-2019	Cadillac CTS		X	
2018	Cadillac XT5			X
2018-2019	Cadillac XTS		X	
2018-2021	Chevrolet Bolt EV	X		
2018	Chevrolet Camaro	X		X
2018	Chevrolet Colorado	X		X
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

Year	Make and Model	BYOM2 (RPOs IOA, IOB)	Info 3.0 (RPOs IOR, IOS, IOT, IOU)	NGI (RPOs IO5, IO6)
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	Enclave	2018	2018				
	LaCrosse						
	Regal						
Cadillac	ATS	2018	2018				
	CT6						
	CTS						
	Escalade Models	2017	2018				
	XT5	2018	2019				
	XTS		2021				
	Bolt EV		2018				
Camaro							
Colorado							
Corvette							
Cruze							
Equinox							
Impala							
Malibu							
Silverado	2017						
Sonic	2018						
Suburban	2017						
Tahoe							
Traverse	2018						
Trax							
Volt							
GMC	Acadia	2017	2018				
	Canyon						
	Sierra						
	Terrain						
	Yukon Models						

Involved Region or Country	North America, Brazil, Chile, Colombia, Ecuador, Guatemala, Peru, Europe, Uzbekistan, Middle East, Israel, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Thailand, Malaysia, Vietnam, Egypt, South Africa
Additional Options (RPOs)	Important: This bulletin DOES NOT apply to vehicles with (RPOs UVH, UVJ). Equipped with VISION-REAR VIEW, MONO, ANALOG or VISION-REAR VIEW, MONO, HD DIGITAL (RPOs UVC, UVB) and any of the model/RPO combinations in the table above.
Condition	Some customers may comment 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 Reverse, 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.

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Version	4
Modified	Released October 17, 2017 Revised February 17, 2023 – Added the 2019-2021 Model Years to Bolt EV, RPO UVB and updated the Involved Region or Country section. Revised March 15, 2023 – Added the 2019 CTS and 2018-2019 Regal models. Revised January 16, 2025 – Added the 2020 Regal and 2019 XTS.

