



Service Bulletin

PRELIMINARY INFORMATION

Subject: Rear Park Assist Symbols Unavailable Message / No Steering Guide Lines / Rear Park Assist Warning Triangle Displayed Incorrectly

Models: 2014 Chevrolet Silverado 1500
2015 Chevrolet Silverado, Suburban, Tahoe
2014 GMC Sierra 1500
2015 GMC Sierra
With Base Radio (RPO IO3)
With Rear Vision Camera (RPO UVC)

This PI was superseded to update the Condition and Recommendation sections. Please discard PIT5398.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Condition 1: Some owners may comment while the vehicle is in reverse, the rear vision camera will display "Rear Park Assist Symbols Unavailable". It will be noticed that the truck is not even equipped with rear park assist system (RPO UD5 or UD7).

Condition 2: Some owners may comment there are no steering guide/grid lines displayed in the Rear Vision Camera display.

Condition 3: Some owners may comment while backing up in reverse and the rear park assist system detects an object, the warning triangle symbol is displayed on the wrong side of the radio / ICS display. Example, If an object is detected on the left side, the warning triangle will be displayed on the right side of the screen

Recommendation/Instructions

Correction 1: Reprogram the radio/tuner with the latest calibration currently available in TIS2WEB.

Correction 2: None. Steering guide/grid lines are not available with this base radio (RPO IO3).

Correction 3: Engineering is aware of the issue and updated radio/tuner calibrations will be released shortly

The steering guide/grid lines are not available with this radio (RPO IO3) combination.

Warranty Information

For vehicles repaired under warranty, use:

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

* This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.

Customer Information

For Condition 3, please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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