



Service Bulletin

Bulletin No.: 18-NA-050

Date: July, 2019

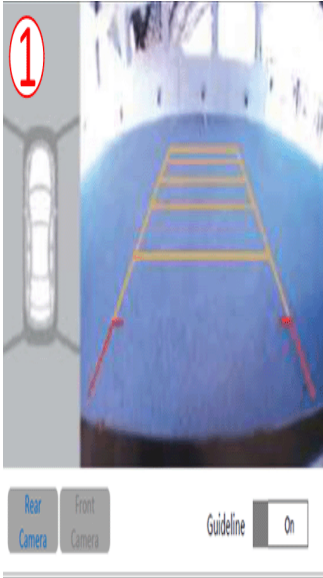
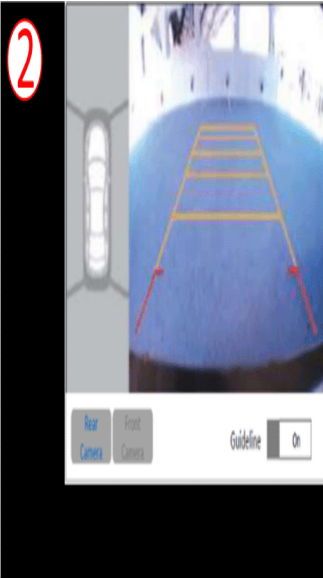
INFORMATION

Subject: Information on Back Up Camera Display Does Not Cover Entire Screen

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Bolt EV	2018	2020				
Opel	Ampera-e		2019				

Involved Region or Country	North America, Korea, Middle East, Europe
Additional Options (RPOs)	IOB (RADIO-INFOTAINMENT SYSTEM - MIDLEVEL HMI, MIDLEVEL CONNECTIVITY) UVC (VISION-REAR VIEW, MONO, ANALOG) UVH (VISION-360 VIEW, MONO, ANALOG)
Condition	Some customers may comment that when the vehicle is shifted into Reverse, the back up camera display does not cover the entire screen.

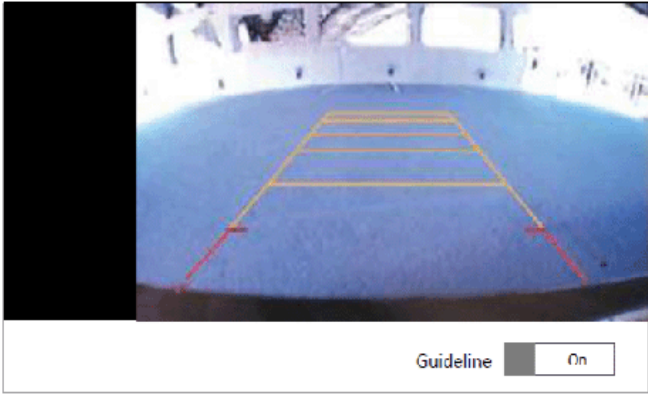
Information

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Note: The graphic above depicts a UVH model. A UVC model is similar.

This condition may be caused by an early phase of the ignition cycle and the radio in boot-up sequence. If the user shifts quickly into Reverse during this time, the radio is not fully functional and may trigger the "BYPASS" mode. When the BYPASS mode is enabled, the rear camera video image is re-directed to the display only showing a smaller image (2). When the driver shifts out of Reverse, the radio has processed the boot-up sequence and resets the BYPASS, returning the image back to full screen (1) when shifted back into Reverse.

	
	<p>4969135</p> <p>Note: The graphic above depicts a UVC model. A UVH model depicts an image of a car. During full screen operation, some screens may display a blank area on the left side of the image. This design is intended to prevent any obstructed viewing past the steering wheel.</p> <p>Do Not replace the radio for these concerns. Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.</p>

Parts Information

No parts are required for this repair.

Version	2
Modified	Released February 16, 2018 July 11, 2019 – Added the 2019 and 2020 Model Years to Bolt EV and 2019 MY to Ampera-e.

