



# Service Bulletin

Bulletin No.: PIE0507

Date: February, 2019

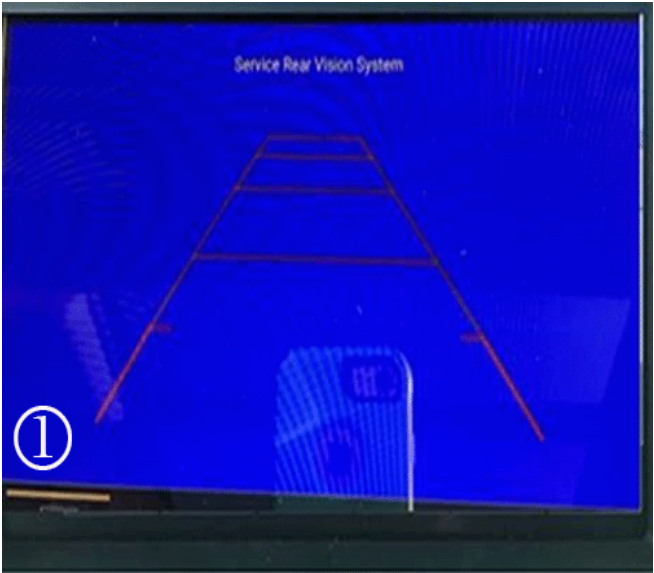

## ENGINEERING INFORMATION

**Subject:** Engineering Information – Rear View Camera Displays Blue Screen with Service Rear Vision System Message, or Surround View Rear Camera Image is Blank

**Attention:** Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. **THIS IS NOT A RECALL** — refer to Service Bulletin 04-00-89-053E for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2019				
GMC	Sierra 1500 (New Model)						

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPO's)</b>	Equipped with HD Rear Vision (UVB), or 360-degree View HD Surround Vision (UV2), or 270-degree and Rear Trailer View (UVI)

	<p><b>Important:</b> If the customer did not bring their vehicle in for this concern, <b>DO NOT</b> proceed with this EI.</p> <div data-bbox="683 203 1333 772">  </div> <div data-bbox="1419 785 1484 806">5228133</div> <div data-bbox="683 821 1333 1394">  </div> <div data-bbox="1419 1404 1484 1425">5228134</div> <p>Some customers may report on experiencing a blue screen with “service rear vision system” message on the radio display when shifting into reverse (1) or a black or blank rear camera image when viewing the 270-degree/360-degree Top Down “surround” view (2) as shown in the photos above.</p> <p><b>Note:</b> These conditions may persist over ignition cycles or be intermittent.</p> <p>Technicians may find any of the following DTCs</p> <p><b>A11 Radio</b></p> <ul style="list-style-type: none"> <li>• B395A Symptom 08,72 or 3A</li> </ul> <p><b>K157 Video Processing Module (VPM)</b></p> <ul style="list-style-type: none"> <li>• B395A Symptom 08</li> <li>• B399B Symptom 02, 05</li> <li>• B101D Symptom 3C, 39</li> </ul>
<p><b>Cause</b></p>	<p>GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to “root cause” the customer’s concern and develop/validate a field fix.</p>

## Correction

If you encounter a vehicle with the above concern, the dealer needs to document the following information and call the engineer listed below.

1. VIN#
2. Mileage
3. Which Vision System RPO: (UVB, UV2 or UVI)
4. What is the customer complaint/symptoms associated with the camera image displayed.
  - Intermittent blue screen, persistent blue screen, blue screen seen one time only
  - No image of the rear Camera view and an incomplete/blacked out rear image of the top down view (RPOs UVI or UV2) **ONLY**.
5. Obtain the A11 Radio software version from the radio display.
  - 5.1. On the radio display, select Home>Settings>About>Build Number.
6. Obtain the following K157 Video Processing Module software version numbers from GDS2 K157 Video Processing Module Identification Information:
  - Boot soft part number
  - Software module 1 identifier
  - Software module 2 identifier
  - End model part number

**Note:** Prior to recording any K157 Video Processing Module or A11 Radio DTCs, the vehicle **MUST** be placed in Reverse with the ignition in Run for at least 10 seconds, then return to Park.

7. Record DTCs, symptom codes and the status (Current or History) for each module.

## Contact Information

Engineer Name	Phone Number
Dave Kappaz	(586) 907-3416

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

## Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
3481148*	Engineering Information – Rear View Camera Displays Blue Screen with Service Rear Vision System Message, or Surround View Rear Camera Image is Blank	0.4 hr
* This is a unique labor operation for bulletin use only.		

Version	1
Modified	Released February 13, 2019