



Service Bulletin

Bulletin No.: 17-NA-231

Date: April, 2019

INFORMATION

Subject: Information on the Replacement of the Video Processing Module Due to Water Intrusion

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2017	2019			All	All
Chevrolet	Traverse	2018	2019				
GMC	Acadia (VIN N)	2017	2019				

Involved Region or Country	North America, Europe, Middle East and N.A. Export Regions
Additional Options (RPOs)	Equipped with 360 View Camera (RPO UVH)
Condition	During diagnosis, a technician may find that water intrusion caused a malfunction within the Video Processing Module.
Correction	Verify the condition, then remove and replace the Video Processing Module and install two flat washers per mounting stud.

Parts Information

Description	Part Number	Qty
Video Processing Module	Refer to EPC	1
WASHER-FLAT	11562459	4

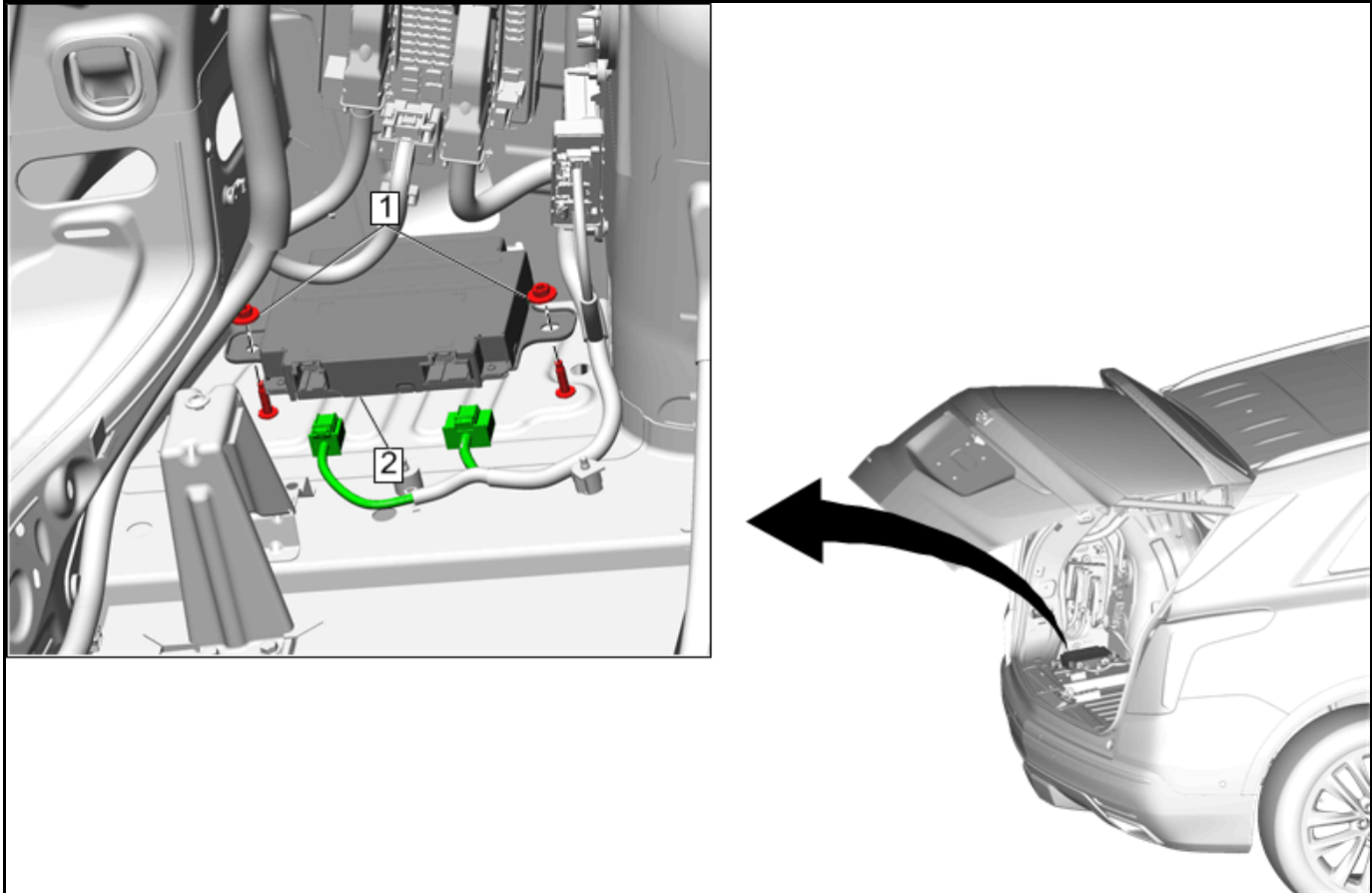
Warranty Information

For vehicles repaired under warranty, use the appropriate labor operation for the repair procedure performed.

Service Procedure

If you encounter a vehicle with the above concern, complete the following steps:

1. Remove the video processing unit. Refer to *Video Processing Module Replacement* in SI.



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2. Install 2 washers for each stud used to mount the video processing unit.

Note: Be sure to install the washers under the video processing unit, so that the unit is raised from the installation of the washers.

3. Reinstall video processing unit. Refer to *Video Processing Module Replacement* in SI.

Version	2
Modified	Revised April 01, 2019 – Added 2018 and 2019 model years XT5, Acadia and Traverse

