



Service Bulletin

Bulletin No.: 19-NA-076

Date: April, 2019

TECHNICAL

Subject: Blue Screen and Service Rear Vision System Message on Radio Display

This Bulletin replaces PIE0507A. Please discard PIE0507A.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT6	2019	2019			All	All
	XT4						
Chevrolet	Blazer						
	Equinox						
	Silverado 1500 (New Model)						
GMC	Sierra 1500 (New Model)						
	Terrain						
Holden	Acadia						

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with Rear View Camera (UVB), or Surround Camera System (UV2), or Trailer Camera System (UVI)
Condition	<p>Some customers may comment on a blue screen with Service Rear Vision System message when shifting into Reverse.</p> <p>On the Surround / Trailer Camera (UV2 or UVI) systems – This can occur multiple times within the same power cycle and may return to normal functionality on the next power cycle Or if this condition exists, it will occur every time the rear view is displayed to the customer within the same power cycle and may return to normal functionality on the next power cycle after the A11 radio enters and exits sleep cycle. A DTC B101D Symptom Byte 3C and/or 39 may be stored as a history DTC in the Video Processing Module (VPM) without any camera-related concern; and/or DTC B395A Symptom Byte 08 and 72, or B395A Symptom Byte 08 and 72 and 3A will be stored current or history in A11 Radio.</p> <p>On the Rear View Camera (UVB) systems – If this condition exists, it will occur every time the rear view is displayed to the customer within the same power cycle and may return to normal functionality on the next power cycle after the A11 radio enters and exits a sleep cycle. Diagnostic trouble codes (DTC) of B395A Symptom Byte 08, 72 and 3A will be stored as history together in the A11 Radio.</p>
Cause	The cause of the condition may be software anomalies in the Video Processing Module (VPM) or rear camera.
Correction	Reprogram the Video Processing Module (VPM) on UV2 or UVI systems; or replace rear view camera on UVB systems.

Service Procedure

Note: Diagnostic steps vary based on the DTCs set, which module stored the DTCs, the vehicle model and camera system. Pay attention to the vehicle being diagnosed, what DTCs and symptom bytes are stored, and which module stored them to ensure the proper steps are followed.

RPO	Condition	DTCs	Repair Step
UV2 or UVI	Persistent blue screen with service rear viewing system throughout a power cycle, Intermittent blue screen with service rear viewing system	B101D 3C and/or 39 History in VPM and/or B395A 08, 72 and/or 3A in Radio	Step 2.1 – Reprogram VPM
UVB	Persistent blue screen with service rear viewing system and guidelines (if enabled) throughout a power cycle	B395A 08, 72, and 3A in Radio	Step 4.1 – Replace rearview camera

1. Verify the RPO build of the vehicle being diagnosed to determine which camera system is in use (UVB, UV2 or UVI).
2. Record all DTCs stored in the vehicle.
 - 2.1. If the Video Processing Module (VPM) stores a history B101D symptom byte 3C and/or 39; or the A11 radio stores a history B395A symptom byte 08, 72 and/or 3A, do NOT replace the VPM. Reprogramming the VPM software may reduce sensitivity of the B101D setting. Refer to *K157 Video Processing Control Module: Programming and Setup* in SI. This software does not resolve non-camera related system issues. If a condition exists that is NOT related to the camera system, then follow published diagnostics for the condition reported by the customer.
 - 2.2. Select the appropriate procedure below based on vehicle build content.
 - Proceed to step 3 for UV2 or UVI systems.
 - Proceed to step 4 for UVB systems.
3. For UV2 or UVI equipped systems:
 - 3.1. If the A11 Radio has stored DTCs B395A Symptom Byte 08, 72, and may also set 3A then reprogram the VPM software. Refer to *K157 Video Processing Control Module: Programming and Setup* in SI.
 - 3.2. If concern(s) persist, refer to published diagnostics in SI.
4. For UVB equipped systems (excluding Holden Acadia):

Note: If the A11 Radio did not store all three history DTCs B395A Symptom Byte 08, 72, and 3A then this bulletin does not apply. Refer to published bulletins, PIs and SI documents for further diagnostic steps.

- 4.1. If the A11 Radio has stored all three history DTCs B395A Symptom Byte 08, 72, and 3A and the blue screen with service rear vision system, with guidelines (if enabled), is persistent throughout a power cycle, then replace the rearview camera. Refer to *Rearview Driver Information Camera Replacement* for the appropriate model in SI.
- 4.2. If concern(s) persist, refer to published diagnostics in SI.

Parts Information

Use the VIN and the Electronic Parts Catalog (EPC) to determine the proper part number for your specific application.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810845	Video Processing Control Module Reprogramming with SPS	Use Published Labor Operation Time
3450060	Rearview Driver Information Camera Replacement	Use Published Labor Operation Time

Version	1
Modified	Released April 09, 2019

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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