



Service Bulletin

Bulletin No.: 19-NA-250

Date: December, 2019

TECHNICAL

Subject: Rear View Camera Guidance Lines Not Displayed At Times

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2018	2019			All	All

Involved Region or Country	North America, Europe, Russia, Middle East, Israel, Palestine, Japan and South Korea.
Additional Options (RPOs)	Equipped with Radio (IO5 or IO6) and standard Rear-View Camera
Condition	<p>Some customers may comment that the Rear View Camera (RVC) guidance lines are temporarily not available at times but the camera image will remain on during the concern.</p> <p>No RVC-related DTCs will be present. This concern may be observed when quickly starting the car and immediately placing the shifter in Reverse while the infotainment system is still in the initial boot up process.</p> <p>Note: This does NOT apply to the Surround Vision (UVH) system.</p>
Cause	The cause of the condition may be the RVC image being provided via an alternate robust RVC feed from the Video Bypass Module. To ensure that the RVC image is always present when in reverse this alternate robust RVC feed is provided if the primary camera feed is not available for any reason. A calibration change has been made that reduces, but does not eliminate, every cause of missing rearview camera guidelines.
Correction	For improved operation, reprogram the Human Machine Interface (HMI) control module.

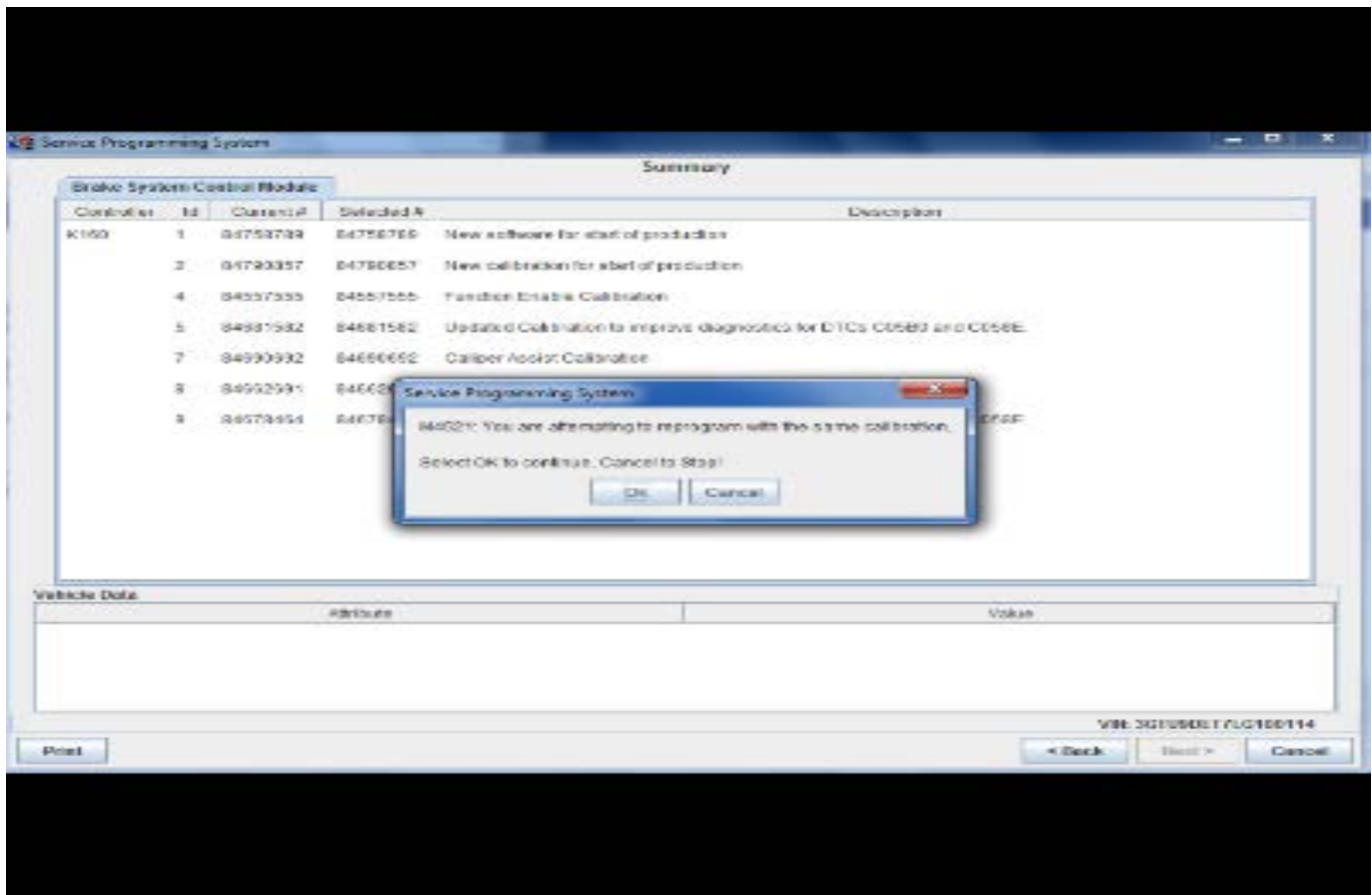
Service Procedure

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

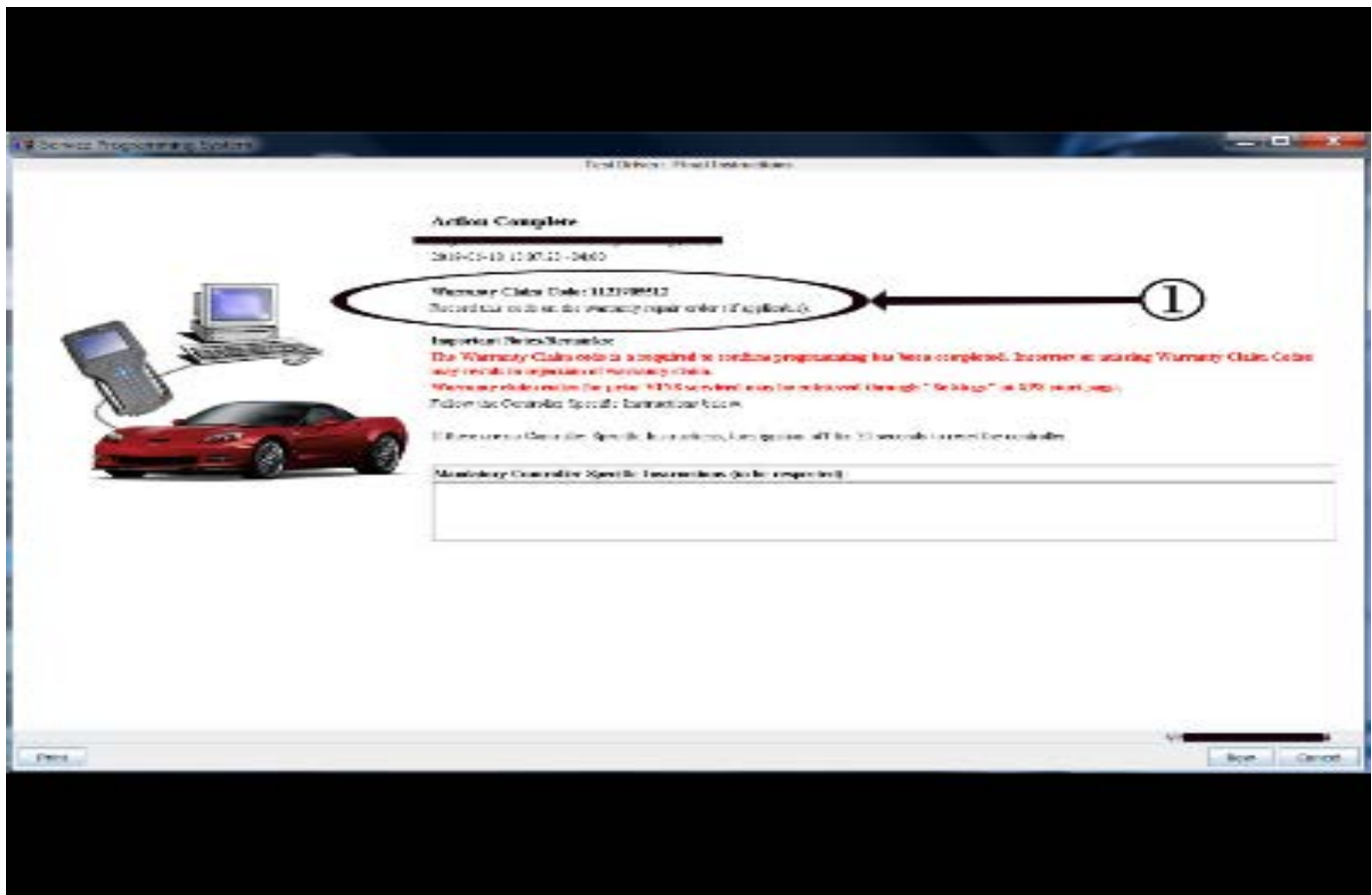
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



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Note: If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the HMI. Refer to *K74 Human Machine Interface Control Module: Programming and Setup* in SI.



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Note: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

- Record SPS Warranty Claim Code on job card for warranty transaction submission.

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
*2810345	Human Machine Interface Control Module Reprogramming with SPS	0.3 hr

*To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	1
Modified	Released November 26, 2019

