



# Service Bulletin

Bulletin No.: 19-NA-251

Date: November, 2019

## TECHNICAL

**Subject: Rear View Camera Fisheye Appearance and Missing Guidance Lines**

**This bulletin replaces 18-NA-385. Please discard all copies of 18-NA-385.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Regal	2018	2019			All	All

<b>Involved Region or Country</b>	North America, N.A. Export Regions
<b>Additional Options (RPOs)</b>	Equipped with Infotainment RPO IOS or IOT only
<b>Condition</b>	Some customers may comment that the rear view camera (RVC) may have a fisheye appearance or the rear view camera guidelines do not appear when shifting into Reverse. The technician will not find any rear view camera related DTCs.
<b>Cause</b>	The cause of the condition may be that the radio software version 21.174 or less did not contain the correct camera video error detection algorithm. This could cause false error detection, placing the system into video bypass mode which ensures the rear camera image is displayed as required, though this image would be missing guidance lines or could have a fisheye appearance.
<b>Correction</b>	Inspect radio software version and update to 21.175 or greater via USB if necessary.

### Service Procedure

**Note:** The condition described above, and the repair below, ONLY applies to Buick models with radio software version of 21.174 or less. Vehicles with 21.175 or greater already contain the correct algorithm. For vehicles with 21.175 or greater, reference Verify Proper Operation Procedure below, and published service information for a description of normal system operation.

1. Inspect the radio software version. Select Home> Settings> About> Build Number and select the information symbol  next to Build Number to view the full version. If the software version is less than 21.175, update the radio software to 22.9 or greater via USB.

**Important:** Be sure to keep the vehicle doors closed prior to beginning, and during, the USB programming event.

**Tip:** Tripping the door latch to closed status with the door open will allow exit of the vehicle during the programming process. Do NOT open the latch until programming is complete.

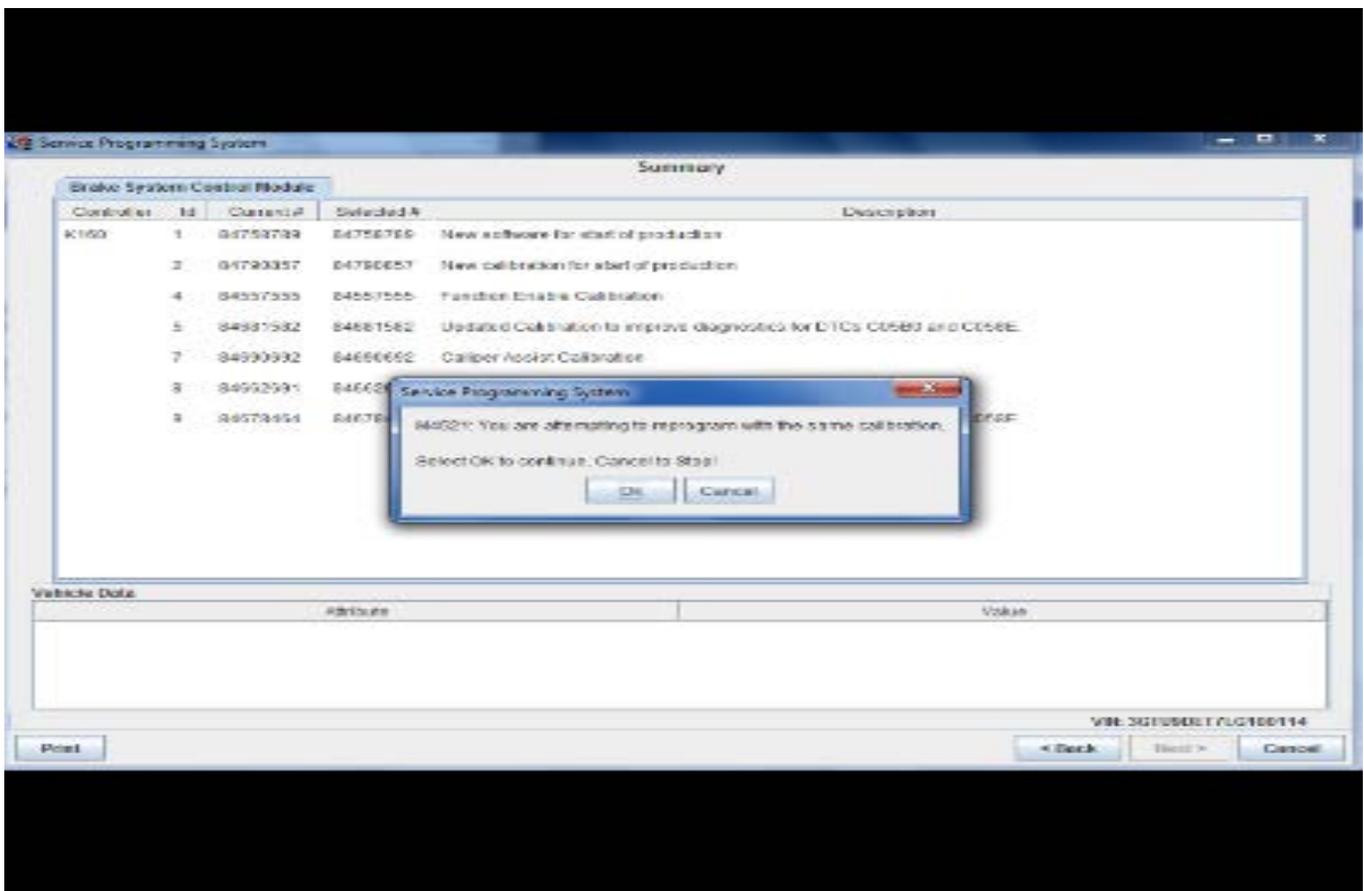
2. Once the radio USB update has completed, it is REQUIRED to verify the following operations:
  - 2.1. At ignition on, verify that the radio displays the proper brand splash animation.
    - If the incorrect splash animation is shown (e.g. Cadillac logo in a Buick vehicle), jump ahead to step 2.3.
    - If the correct Buick splash animation is shown, continue on to step 2.2.

- 2.2. Verify audio plays and that audible warning chimes function correctly.
  - If the audio is muted or chimes are not operating as expected, proceed to step 2.3.
  - If the audio and chimes are operating as expected, proceed to step 3.
- 2.3. Determine the software version now in the radio by selecting Home> Settings> About> Build Number. It should be 22.9 or greater.
  - If 22.9 or greater, reprogram the radio using SPS programming. Refer to the appropriate *A11 Radio: Programming and Setup* document in SI.
  - If less than 22.9, reprogram the radio using USB and SPS programming events. Refer to the appropriate *A11 Radio: Programming and Setup* document in SI.

**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.

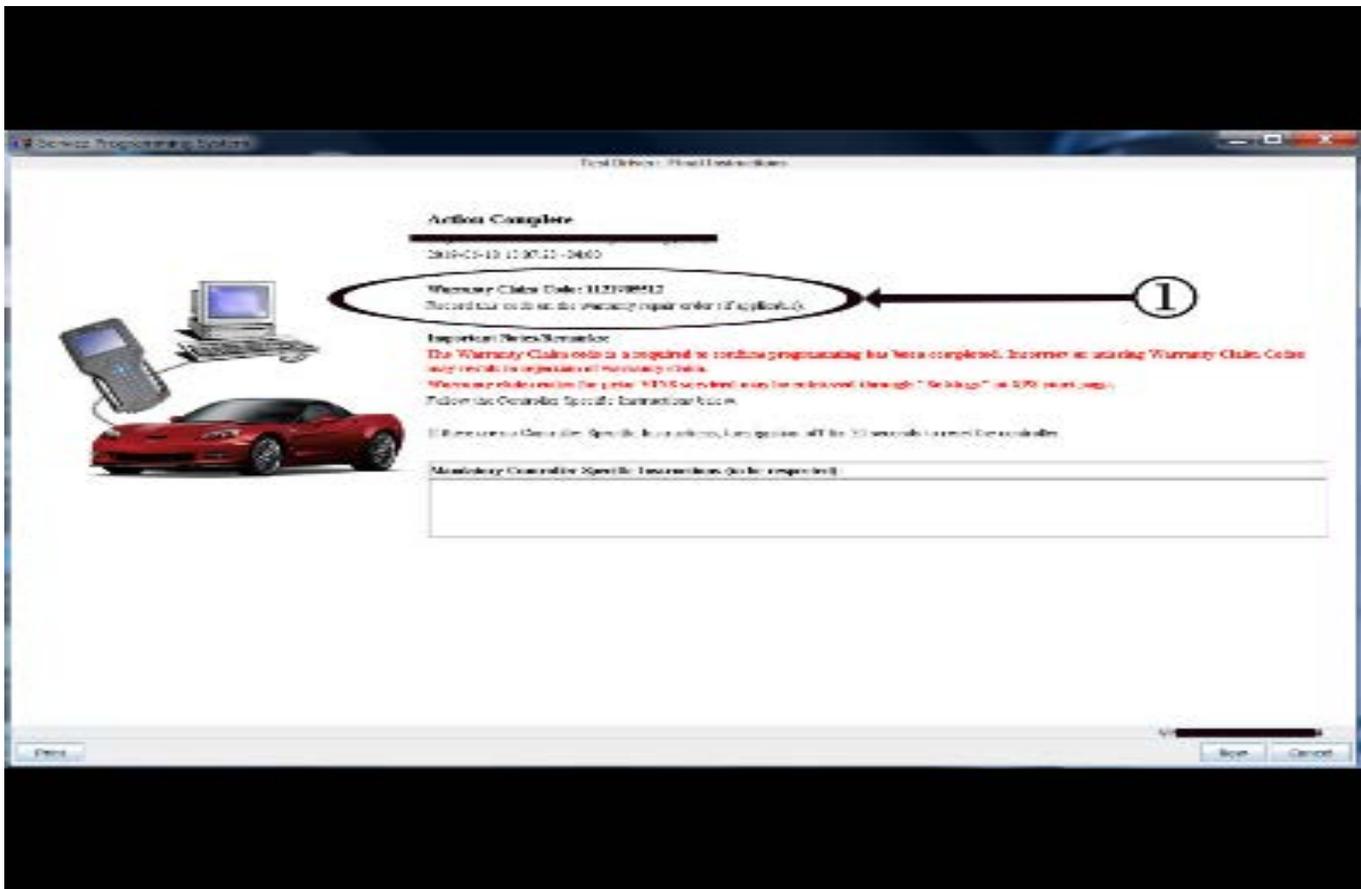
**Note:** Carefully read and follow the instructions below.

- 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](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V 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.



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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.

**Verify Proper Operation Procedure**

Verify the RVC display guidance lines are present when the system is allowed sufficient time to complete the boot-up process. This boot time should be relatively quick, but for confirmation purposes it is recommended to wait roughly 45 seconds.

- If the RVC guidance lines are present when sufficient boot-up time is given, no further action is required. GM engineering is aware of the condition as it is design intent. Inform the customer of the system behavior and ability to clear the condition by exiting and entering Reverse gear. The RVC system is working as designed and this is a normal condition of their vehicle.
- If the RVC guidance lines are missing and/or disappear when sufficient boot-up time (up to 45 seconds) is given and radio software is greater than 21.175, then this bulletin information does not apply and SI should be referenced for further diagnosis.

**Parts Information**

No parts are required for this repair.

**Warranty Information**

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810335*	Radio Reprogramming with SPS	Use Published Labor Operation Time

\*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:

- Open TIS on the computer used to program the vehicle.
- 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.

<b>Version</b>	1
<b>Modified</b>	Released November 04, 2019

