TECHNICAL

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

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This bulletin replaces PIE0507A. Please discard PIE0507A.

Brand:	Model:	Model Year:		Date Breakpoint:	Engine:	Transmission:
		from	to			
Cadillac	CT6	2019	2020	Prior to July 10, 2019	All	All
	XT4	2019	2020	Prior to February 19, 2020		
	XT5	2020	2020	Prior to June 1, 2020		
	XT6					
Chevrolet	Blazer	2019	2020	Prior to April 12, 2020		
	Equinox	2019	2020	Prior to September 23, 2019		
	Silverado 1500 (New Model)	2019	2019	Prior to May 3, 2019		
	Silverado 1500	2020	2020			
GMC	Acadia	2020	2020	Prior to June 1, 2020		
	Sierra 1500 (New Model)	2019	2019	Prior to May 3, 2019		
	Sierra 1500	2020	2020			
	Terrain	2019	2020	Prior to September 18, 2019		
Holden	Acadia	2019	2020	Prior to December 18, 2019		

(Date Breakpoint: SOP)

Involved Region or Country	North America, Russia, Middle East, Israel, Palestine, South America, Japan, South Korea, China, Thailand, Australia, New Zealand, Egypt, Africa
Additional Options (RPOs)	Equipped with Rear View Camera (UVB), or Surround Camera System (UV2), or Trailer Camera System (UVI)
Condition	Some customers may comment on a blue screen with Service Rear Vision System message when shifting into Reverse.

	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 Diagnostic Trouble Code (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.
	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. A DTC of B395A Symptom Byte 08, 72 and 3A will be stored as history together in the A11 Radio.
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 the rearview 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 DTC B395A Symptom Bytes 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 DTC B395A Symptom Bytes 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 DTC B395A Symptom Bytes 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.

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 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.
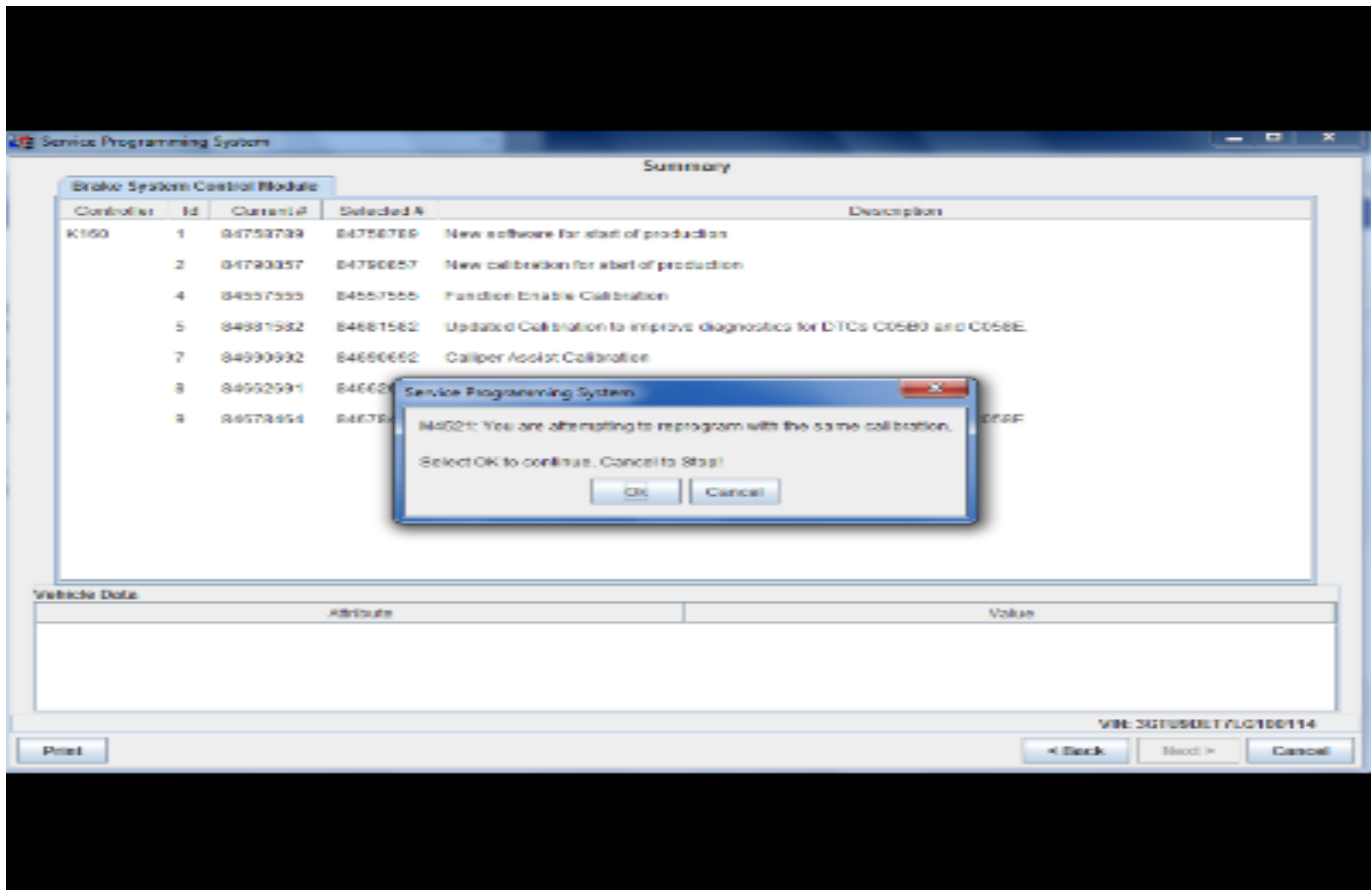
5431207

Important: TIS2WEB screen shown. Techline Connect screen is similar and will be included soon.

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

1. Reprogram the Video Processing Control Module. Refer to *K157 Video Processing Control Module: Programming and Setup* in SI.
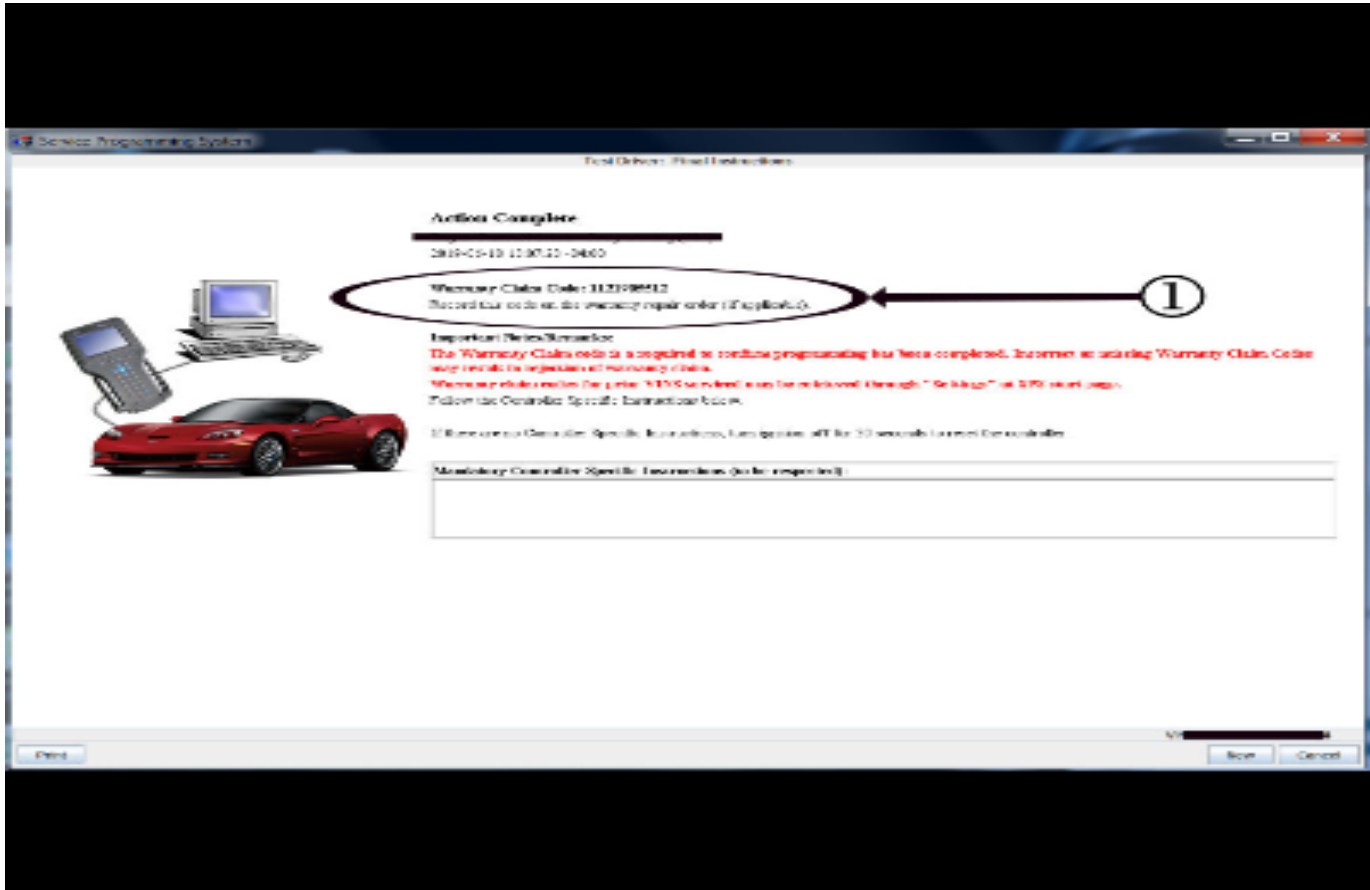
5431209

Important: TIS2WEB screen shown. Techline Connect screen is similar and will be included soon.

Important: 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.

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

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

Important: *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	3
Modified	Released April 09, 2019
	November 07, 2019 – Updated the Involved Region or Country section, added a programming Note to the Correction and SPS Warranty Claim Code information to the Warranty Information.
	April 15, 2020 – Added the 2020 Model Year to all vehicles, added the 2020 Cadillac XT5, XT6, GMC Acadia Models, added date breakpoint information, added Palestine to Involved Region or Country section, and updated the Programming Template.

Additional Keywords: B101D