



# Service Bulletin

Bulletin No.: 20-NA-092

Date: April, 2020

## TECHNICAL

**Subject: Camera Display View Showing Wrong Make of Vehicle**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500	2020	2020			All	All

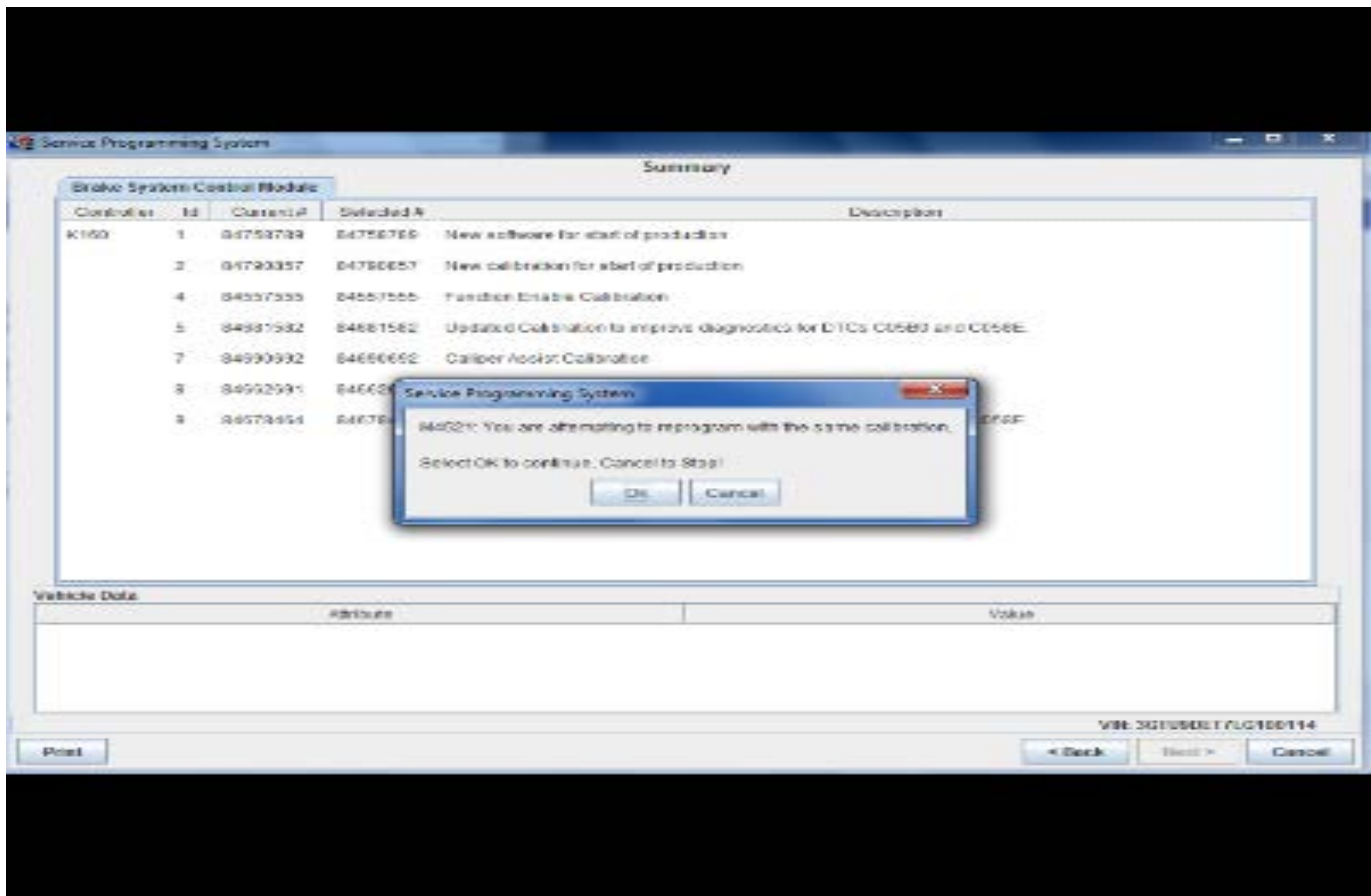
<b>Involved Region or Country</b>	United States, Canada, Mexico, Middle East, Chile (West), Paraguay (West), Uruguay (West), Thailand (ASEAN)
<b>Additional Options (RPOs)</b>	Equipped with RPOs DRZ, GFD, QK1, UVN, and UVS
<b>Condition</b>	Some customers may comment that the camera view displays the GMC logo instead of the Chevrolet logo.
<b>Cause</b>	The cause of the condition may be that the vehicles were equipped with an outdated software calibration.
<b>Correction</b>	Reprogram the Video Processing Control Module (VPCM) with the latest version available.

### 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](http://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, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/ Maintenance (I/M) system status indicators to NO.

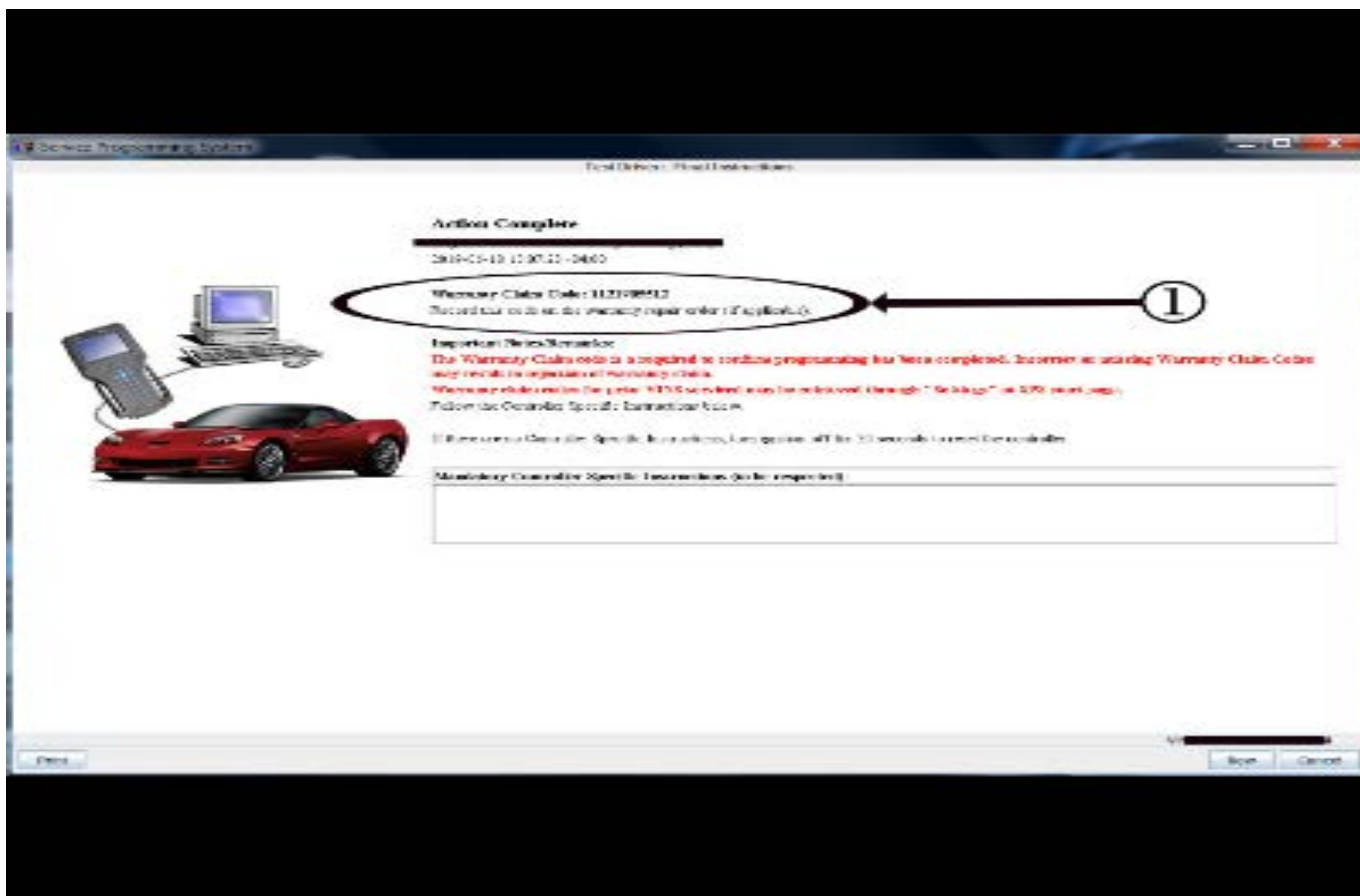


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**Important:** TIS2WEB screen shown. Techline Connect screen is similar and will be included soon.

**Important:** If the Same Calibration/Software Warning is noted on the 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 Video Processing Control Module. Refer to *K157 Video Processing Control Module: Programming and Setup* in SI.



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

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
*2886778	Video Processing Control Module Reprogramming with SPS for Incorrect Logo Displayed	1.7 hr

**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.

<b>Version</b>	1
<b>Modified</b>	Released April 21, 2020

