



Service Bulletin

Bulletin No.: 20-NA-036


Date: May, 2020

INFORMATION

Subject: Rear Camera Gridlines Incorrect, Misaligned, Offset, Incorrect Camera View after Replacing the Tailgate Handle or Entire Tailgate

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	2500HD/3500HD	2020	2020				
GMC	2500HD/3500HD	2020	2020				

Involved Region or Country	North America, Middle East and Israel.
Additional Options (RPOs)	QK1, QT2/QT3, and UVC. Equipped with Radio IOR.
Condition	<p>Some customers may comment on a misaligned, offset, or incorrect rear camera view after replacing the tailgate handle or entire tailgate.</p> <p>Old Handle and New Calibration</p>  <p>New Handle and Old Calibration</p> <p>5525772</p>

	<div data-bbox="683 153 1333 1041"></div> <div data-bbox="1419 1052 1484 1071">5525777</div>
Cause	The cause of the condition may be that the rear camera angle is different from original position in the replacement tailgate handle.
Correction	Reprogram the radio with correct software for the new tailgate handle, refer to <i>A11 Radio: Programming and Setup</i> in SI. Dealer will have to contact Techline for the correct calibration. Old Handle and Old Calibration



New Handle and New Calibration

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Service Procedure

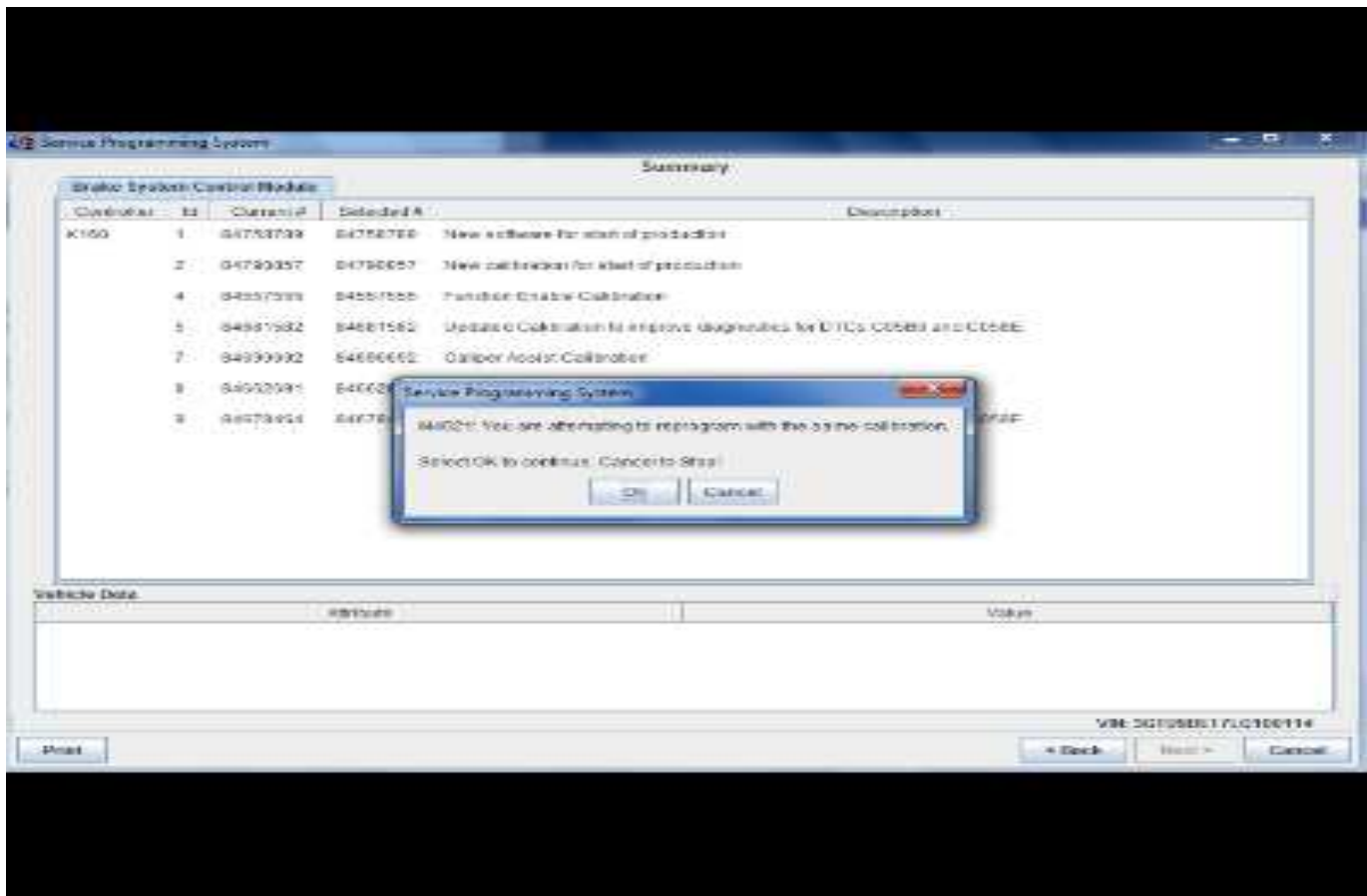
Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

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.



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 radio. Refer to *A11 Radio: Programming and Setup* in SI.



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

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
*2810335	Radio Reprogramming with SPS	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	1
Modified	Released May 18, 2020

