



Service Bulletin

Bulletin No.: 19-NA-076

Date: December, 2020

TECHNICAL

Subject: Blue or Black Screen and Service Rear Vision System Message on Radio Display Shifting into Reverse

This bulletin replaces PIE0507A. Please discard PIE0507A.

Brand:	Model:	Model Year:		Date Breakpoint:		Engine:	Transmission:
		from	to				
Buick	Enclave	2020	2020	SOP	—	All	All
	Encore GX	2020	2020		—		
	LaCrosse	2019	2020		—		
Cadillac	CT6	2019	2020		Prior to July 10, 2019		
	XT4	2019	2020		Prior to February 19, 2020		
	XT5	2020	2020		Prior to June 1, 2020		
	XT6						
Chevrolet	Camaro	2019	2020		—		
	Blazer	2019	2020		Prior to April 12, 2020		
	Bolt EV	2020	2020		—		
	Equinox	2019	2020		Prior to September 23, 2019		
	Silverado 1500 (New Model)	2019	2019		Prior to May 3, 2019		
	Silverado 1500	2020	2020				
	Traverse	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		

Involved Region or Country	North America, Europe, Uzbekistan, Russia, Middle East, Israel, Palestine, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Thailand, Egypt, Other Africa, Australia/New Zealand
Additional Options (RPOs)	Equipped with Rear View Camera (UVB), or Surround Camera System (UV2) or (UVS), or Trailer Camera System (UVI)
Condition	<p>Some customers may comment on a blue or black screen with Service Rear Vision System message when shifting into Reverse.</p> <p>Tip: (Truck only) Refer to Service Bulletin 18-NA-383 for additional steps and how to identify if this is a water intrusion issue.</p> <p>Surround / Trailer Camera (UV2, UVS, or UVI) Systems</p> <p>The blue or black screen condition 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.</p> <p>Some customers with select vehicles may notice that after having vehicle in idle for an extended period of time (length of time for black screen to occur depends on ambient temperature), a black screen will appear when the vehicle is put in Reverse and the camera icon will be crossed out on the radio center screen.</p> <p>Important: This condition can sometimes appear within approximately 25 minutes of starting a vehicle and is all dependent on the vehicle being in idle.</p> <p>Rear View Camera (UVB) systems</p> <p>If the blue or black screen 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.</p>
Cause	The cause of the condition may be software anomalies in the Video Processing Module (VPM) or rear camera.
Correction	<ul style="list-style-type: none"> For vehicles with UV2/UVI, verify the VPM Bootloader P/N is 84809742 then reprogram the Video Processing Module (VPM). <ul style="list-style-type: none"> If the VPM Bootloader P/N is NOT 84809742 (ex. 84650325, 84513776), the VPM must be replaced with the latest released VPM in EPC, which will allow the VPM to be reprogrammed with the latest released software. For vehicles with UVB – replace the rearview camera.

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.

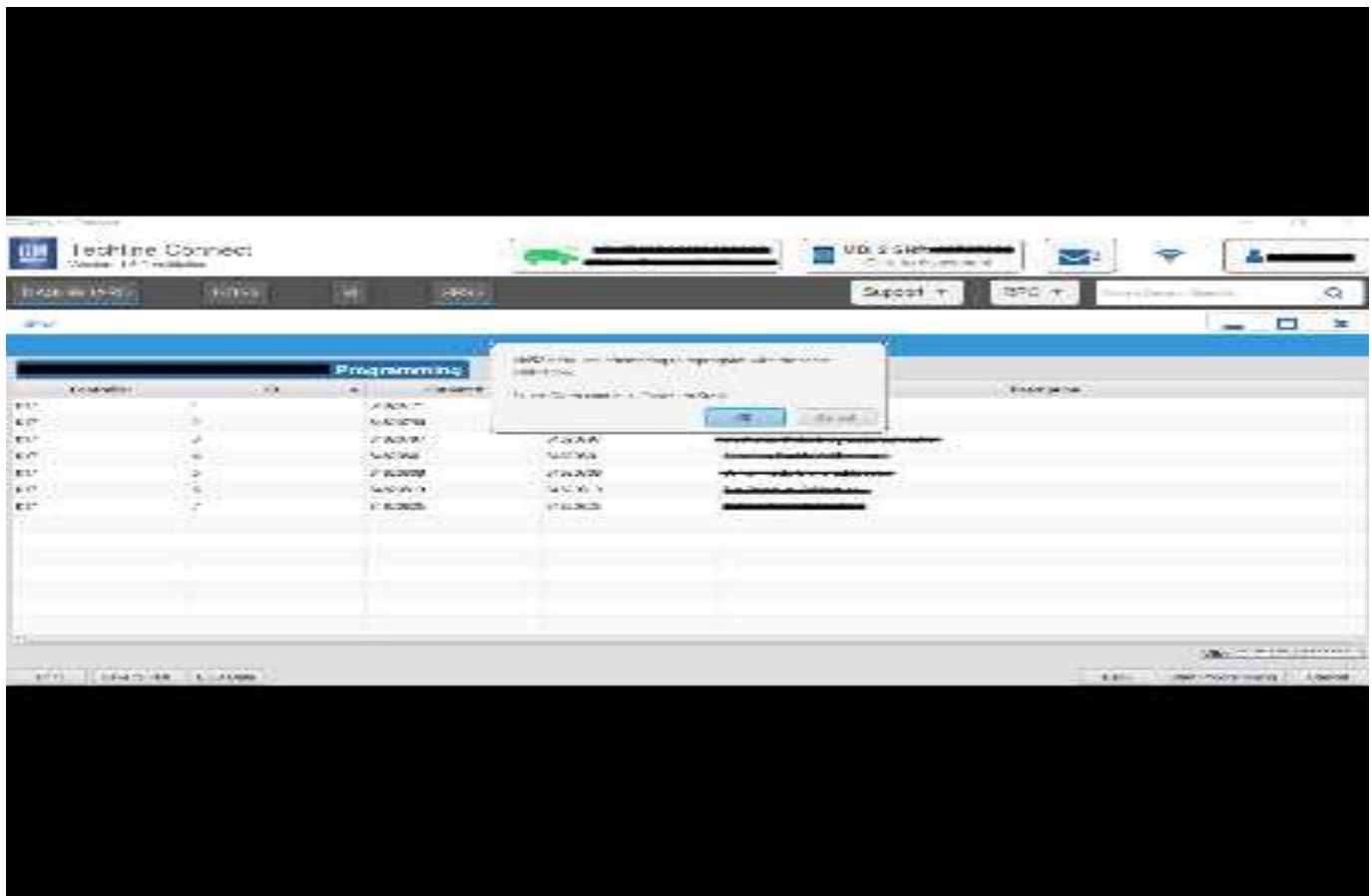
- 4.2. If concern(s) persist, refer to published diagnostics in SI.

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.

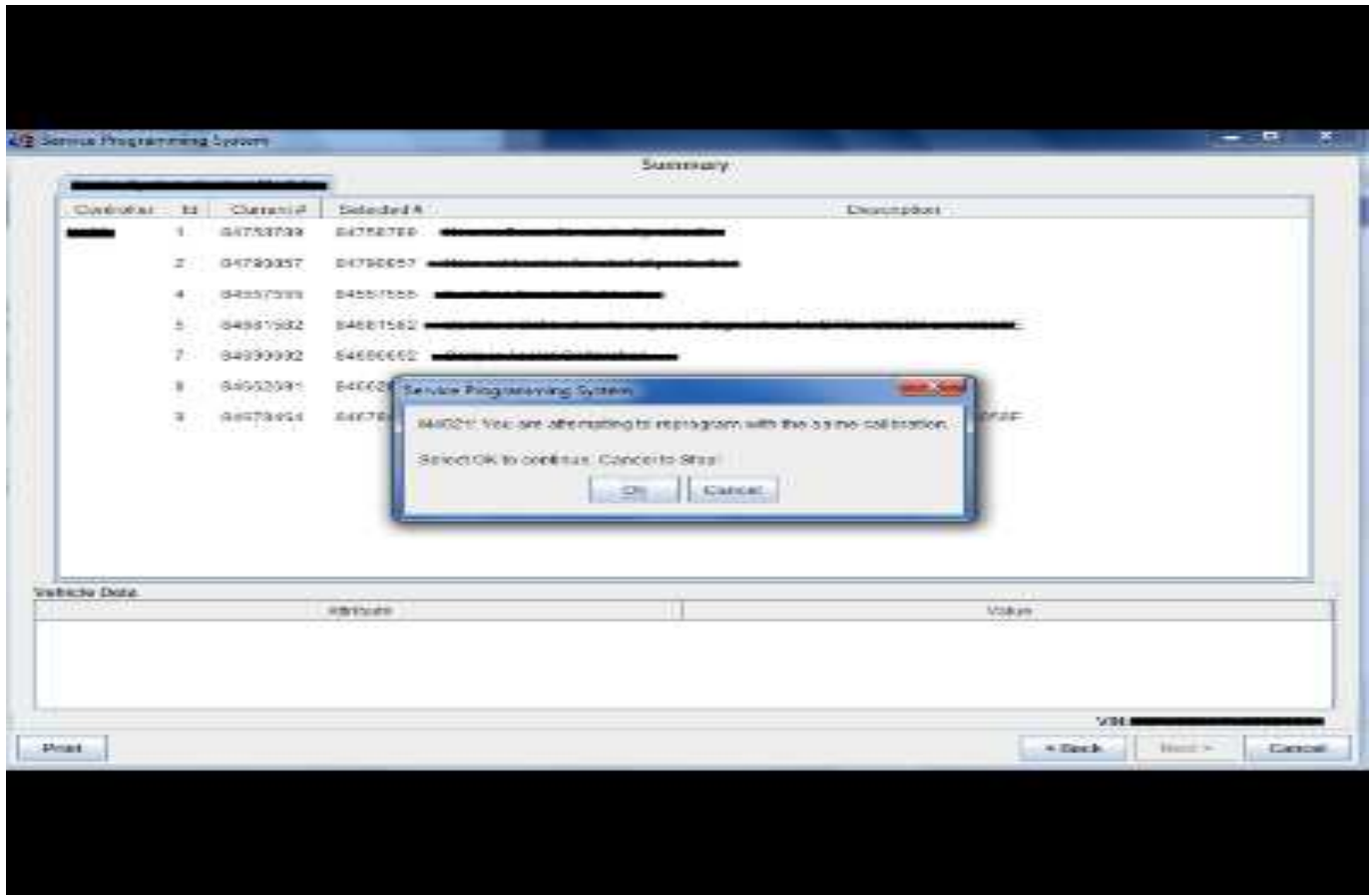
Please refer to Service Bulletin 2019-010 (AU & NZ region only) for further details on ALL programming requirements.

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 (N/A for AU & NZ regions). 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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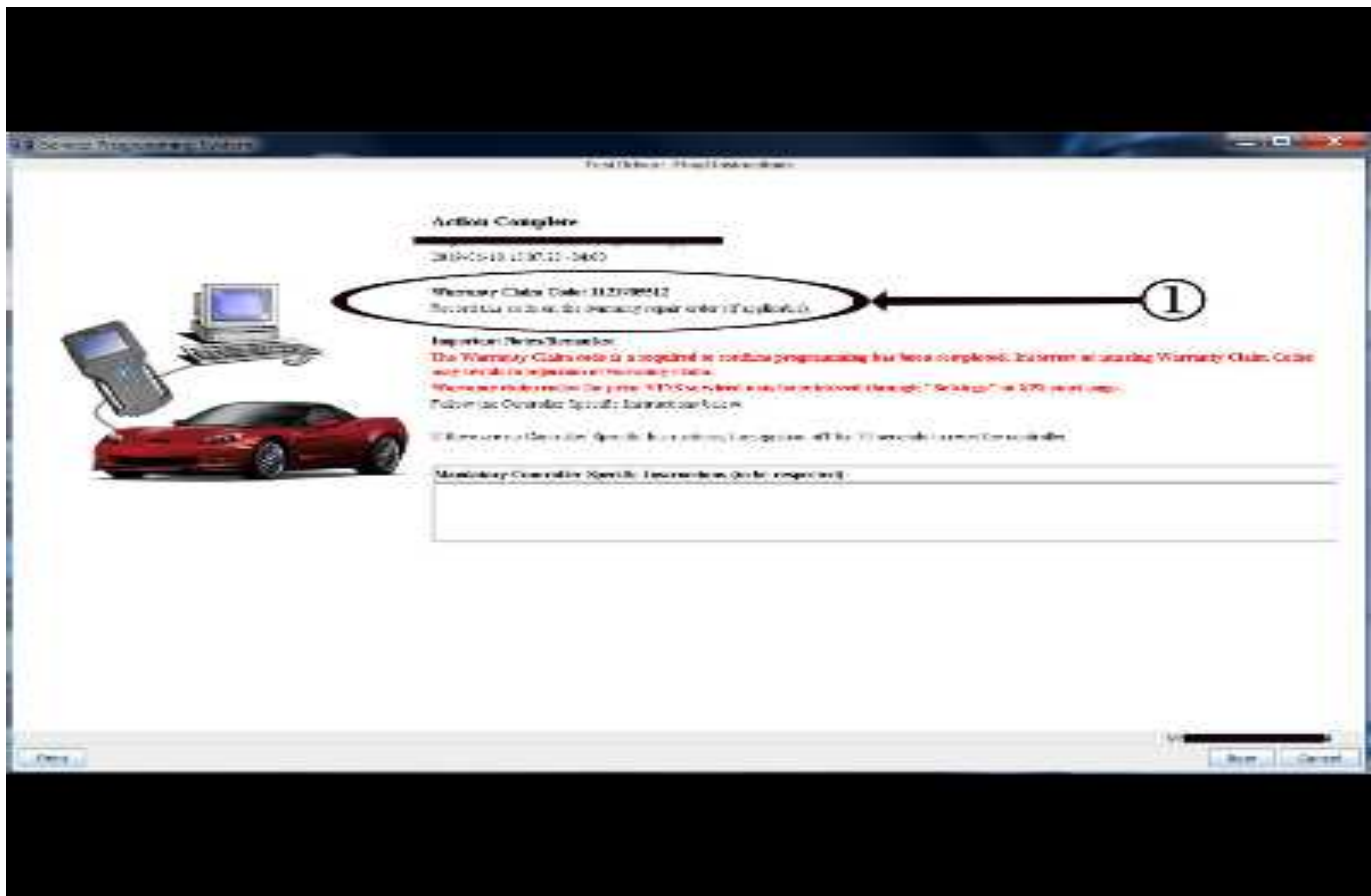
Important: Techline Connect and TIS2WEB screens shown above.

Important: If the Same Calibration/Software Warning is noted on the TLC or SPS Summary screen, select OK and follow on-screen instructions. The system will generate a warranty claim code (WCC) for documentation purposes only. Perform service information (SI) diagnostics to determine the cause of the condition. Use the applicable labor operation code when submitting a warranty claim. Do NOT use the WCC with the warranty claim submission.

Important: When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, as well as the upcoming full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial Data Message Authentication also needs to have the ignition off.

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





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

- 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.

Causal Part	Description	Part Number	Qty
X	Video Processing Module	84809742	1

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/SPS2.

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 TLC/TIS on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
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	4
Modified	<p>Released April 09, 2019</p> <p>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.</p> <p>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.</p> <p>November 30, 2020 – Added the Buick Encore GX, Enclave, LaCrosse, Chevrolet Bolt EV, Camaro, Traverse models, updated the Involved Region or Country section, updated the Condition section with select vehicle conditions, updated the Cause and Correction sections, updated the programming procedure template and added a table to the Parts Information.</p>

Additional SI Keywords: B101D