



# Service Bulletin

Bulletin No.: 20-NA-106

Date: May, 2021

## TECHNICAL

**Subject: Unable to Change Camera View, Stuck in Rear Camera View or Video Processing Module (VPM) Not Responding**

**This bulletin replaces PIC6411. Please discard PIC6411.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT5	2020	2020	—	—	All	All

<b>Involved Region or Country</b>	North America, Middle East, Israel, Palestine, Cadillac Korea (South Korea)
<b>Additional Options (RPOs)</b>	Equipped with HD Surround Vision (RPO UV2)
<b>Condition</b>	Some customers may comment that they are unable to change views from the camera application and only the rear view camera is available.
<b>Cause</b>	The cause of the condition may be due to a software anomaly. The Video Processing Module (VPM) may lose communication with the vehicle due to a low voltage battery state.
<b>Correction</b>	Replace the Video Processing Module (VPM).

### Service Procedure

1. Replace the Video Processing Module. Refer to *Video Processing Module Replacement* in SI.

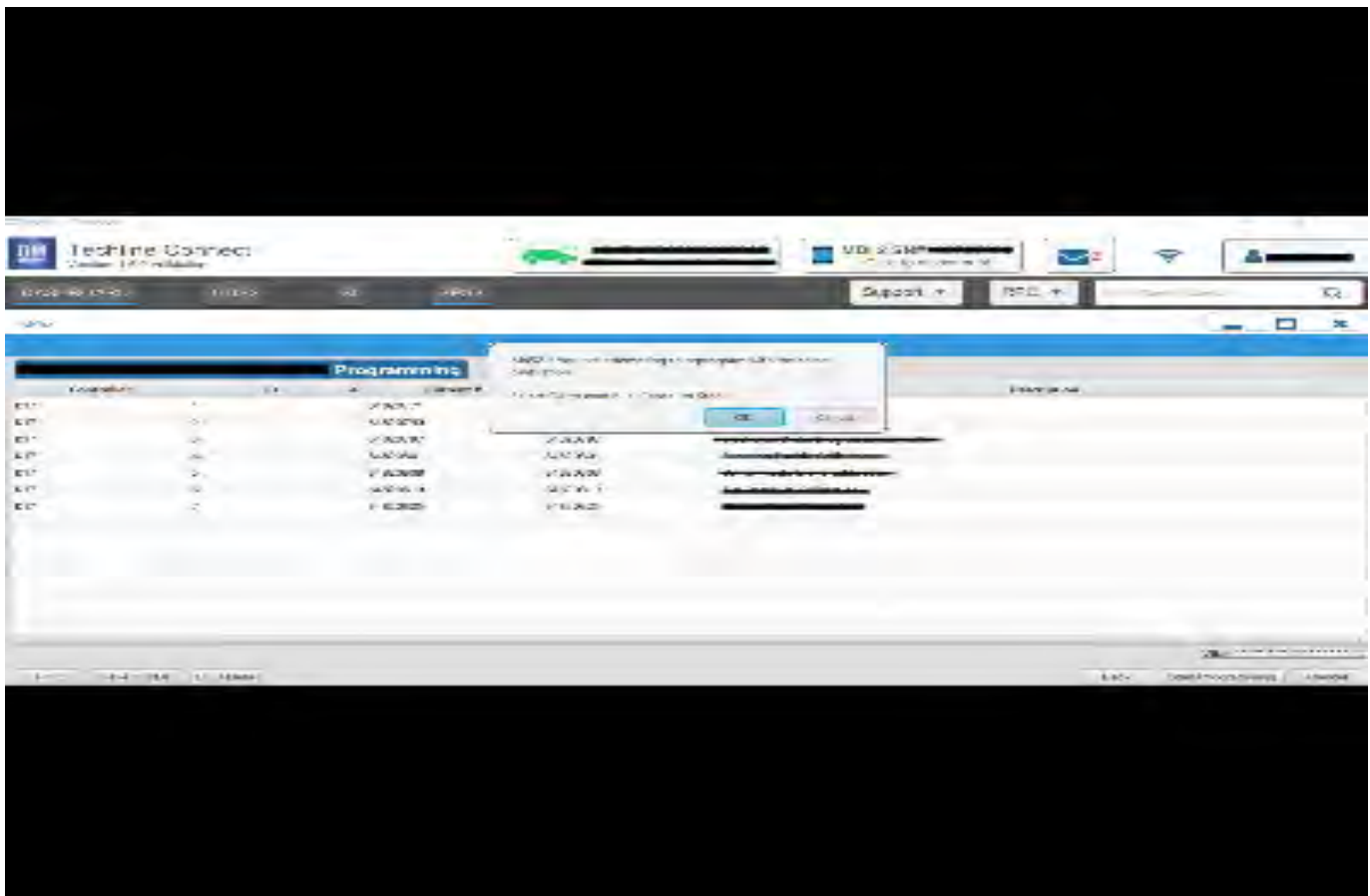
**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

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

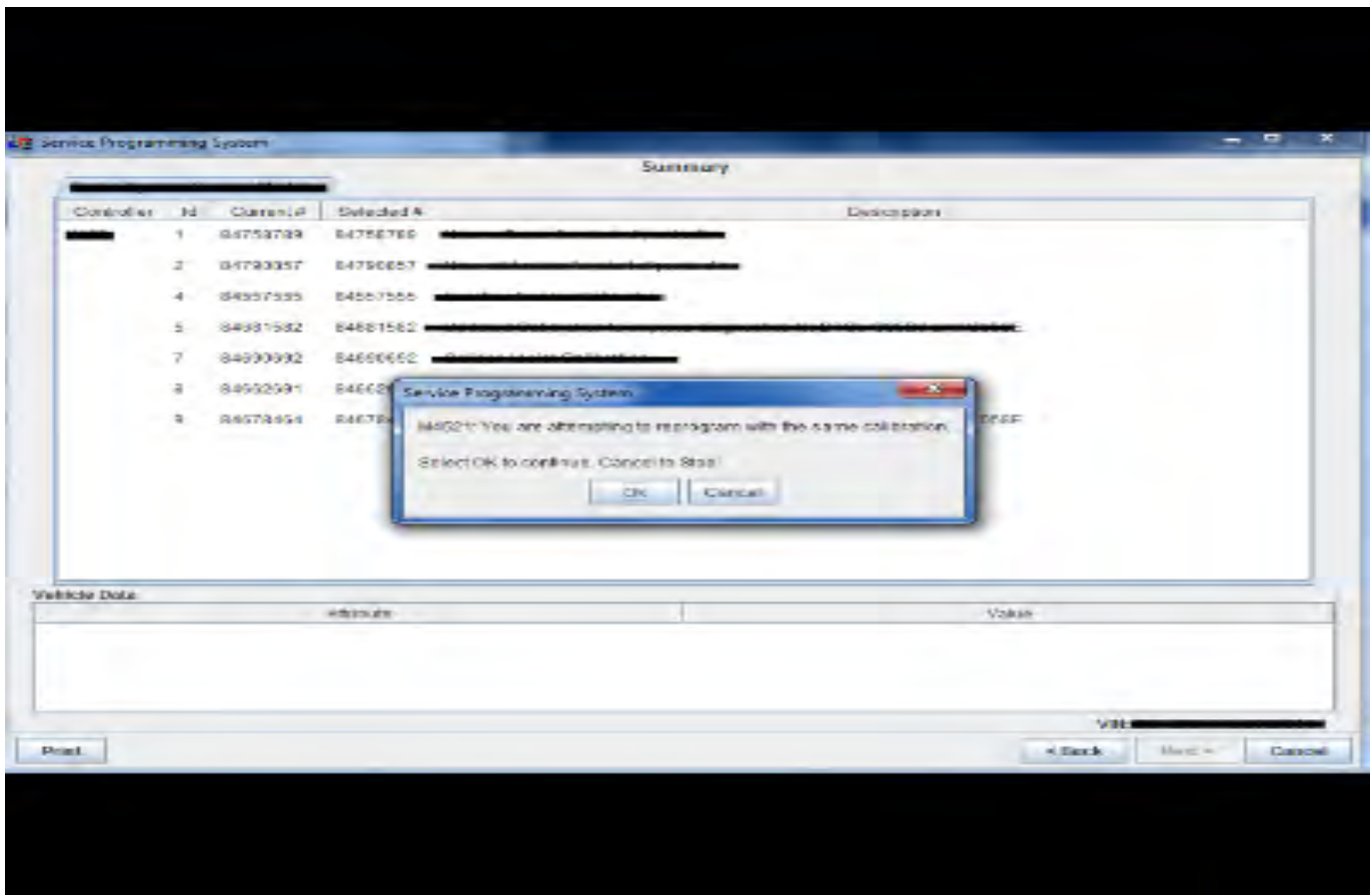
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, 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.
- Please verify that the radio time and date are set correctly before inserting USB drive into vehicle for programming, otherwise an error will result.
- 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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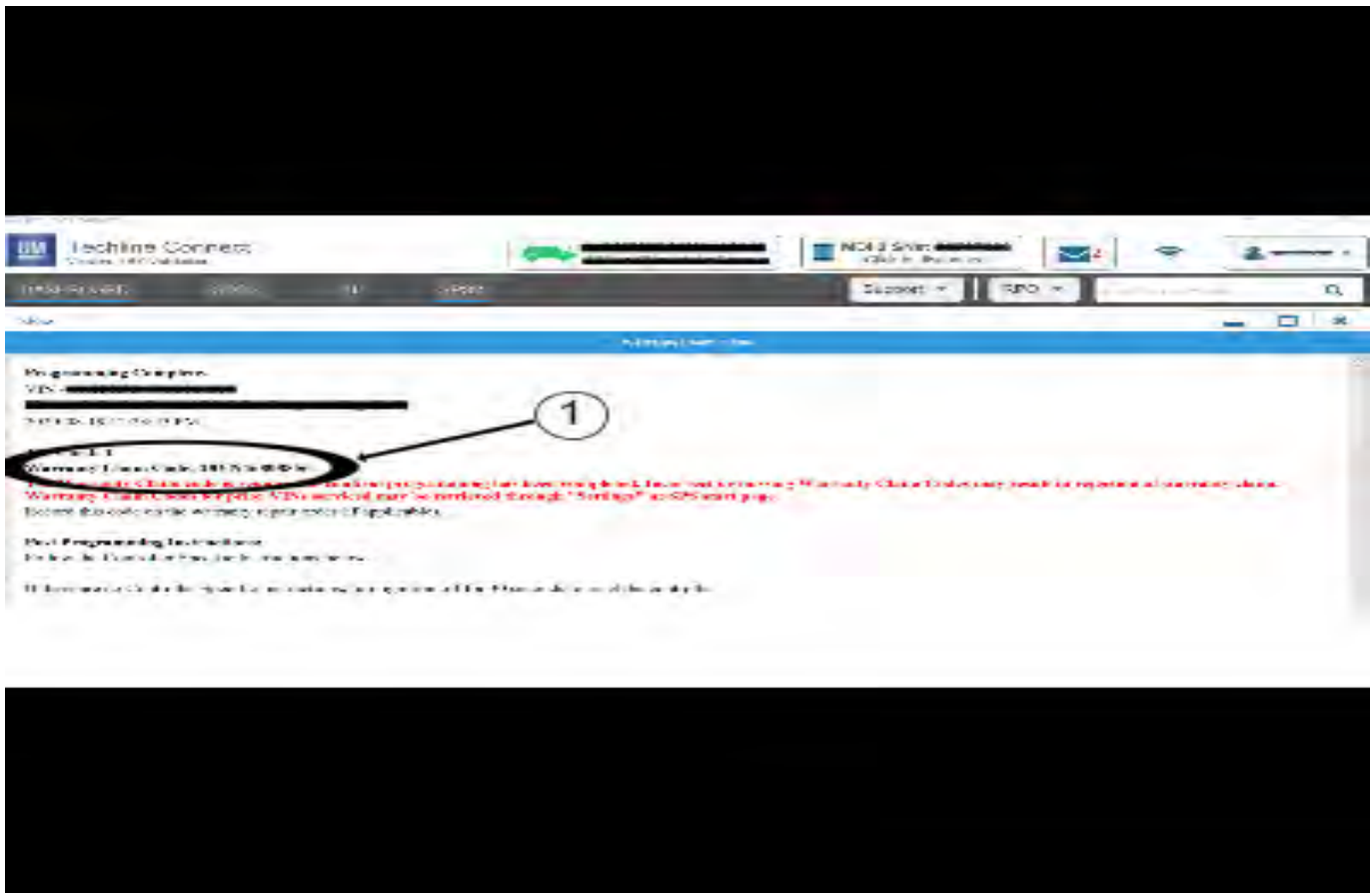
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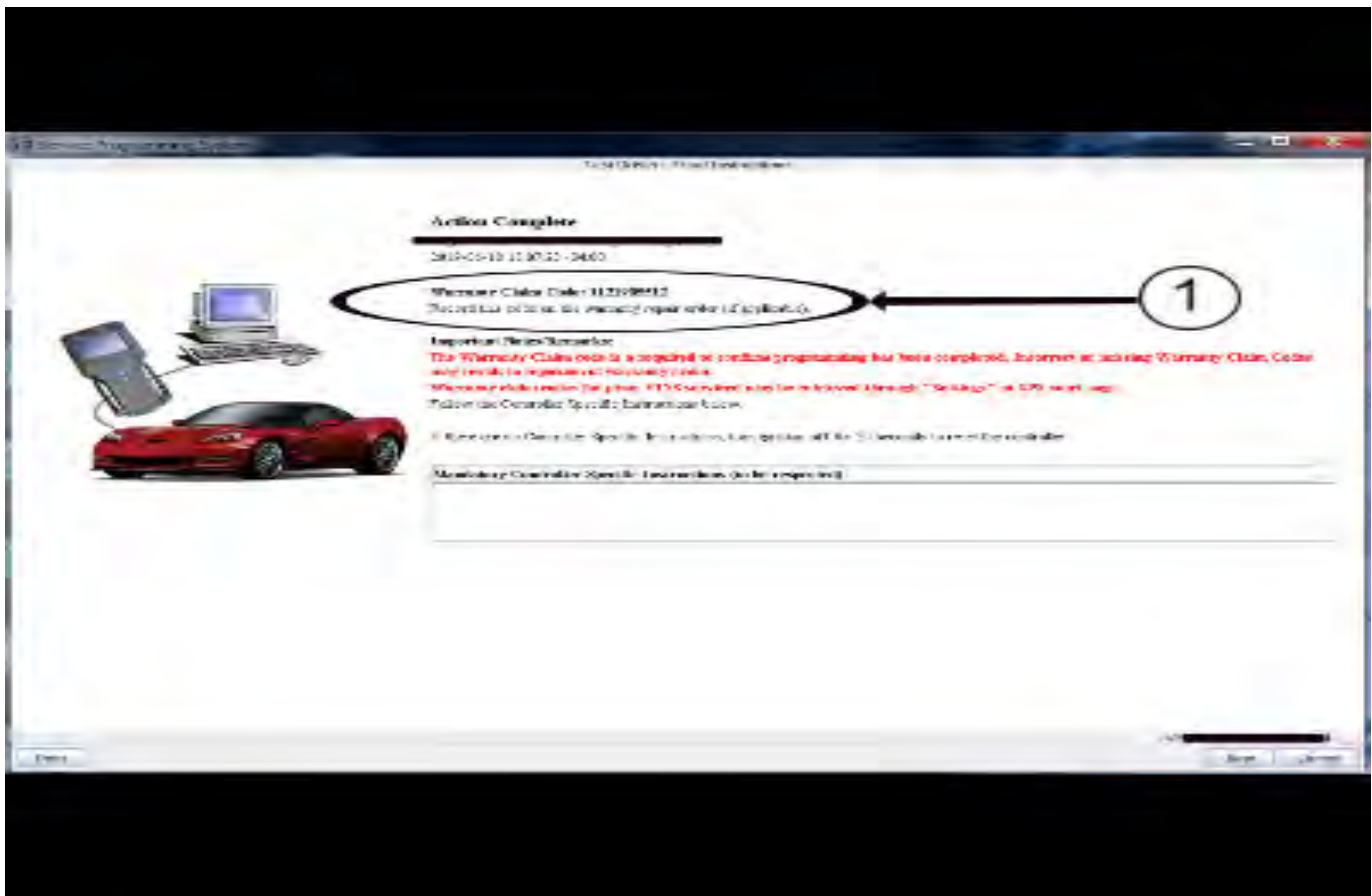
**Important:** Techline Connect and TIS2WEB screens shown above.

**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 Module. Refer to *K157 Video Processing Module: Programming and Setup* in SI.





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**Note:** The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

**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 job card for warranty transaction submission.

### Parts Information

Causal Part	Description	Part Number	Qty
X	Module, Video Processing	84900511	1

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3450140**	Video Processing Module Replacement	1.0 hr*

**Important:** \*\*To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The 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.

**Note:** \*The March 1 update of the Labor Time Guide will contain this change.

**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.

<b>Version</b>	2
<b>Modified</b>	Released May 18, 2020 May 21, 2021 – Updated the Correction section, added Parts Information and changed Warranty Information.

