



Preliminary Information

PIC6472 Blue Hourglass and No Gridlines While In Reverse

Proactive

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade	2021 - 2023	All	All	All	All
Cadillac	CT5	2022	All	All	All	All

Involved Region or Country	United States, Canada, Mexico, Russia, Middle East, Israel, Palestine, Cadillac Korea (South Korea), Europe
Additional Options (RPO)	UXP
Condition	Some customers may comment that when attempting to reverse, the rear-view camera on the radio display will have a blue hourglass in the upper left hand corner.
Cause	This condition may be caused by a software anomaly.

Correction:

Engineering is working on identifying the cause and is working on a remedy for this condition.

Do not replace any parts for this concern.

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern.

Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3487648	Blue Hourglass and No Gridlines While In Reverse	0.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is currently evaluating this concern. This PI will be updated with additional details as they become available.

Version History

Version	1
Modified	09/14/2022 - Created on.



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