



Service Bulletin

Bulletin No.: 23-NA-084


Date: July, 2024

TECHNICAL

Subject: Blue Hourglass and No Gridlines on Radio Rear View Camera Display While in Reverse

This bulletin replaces PIC6472A and Service Bulletin Number 23-NA-098. Please discard PIC6472A and 23-NA-098.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT5	2021	2023	—	—	—	—
	Escalade		2021				

Involved Region or Country	North America, Europe, Russia, Middle East, Israel, Palestine, Cadillac Korea (South Korea), Kazakhstan, Japan
Additional Options (RPOs)	Equipped with RPO UXP
Condition	 <p style="text-align: right; font-size: small;">6342841</p> <p>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 and no gridlines in view.</p>
Cause	The cause of the condition may be software anomalies in the Video Processing Module (VPM).
Correction	<p>Reprogram the VPM with the latest software.</p> <p>Drive the vehicle between 32-40 km/h (20-25 mph) for 5 minutes.</p> <p>Important: If the system will not learn, it may be necessary to drive the vehicle for 5 minutes between 5–8 km/h (3–5 mph).</p> <p>Note: This software update does not address this condition on 2022-2024 Escalade. Engineering is working on an update.</p>

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

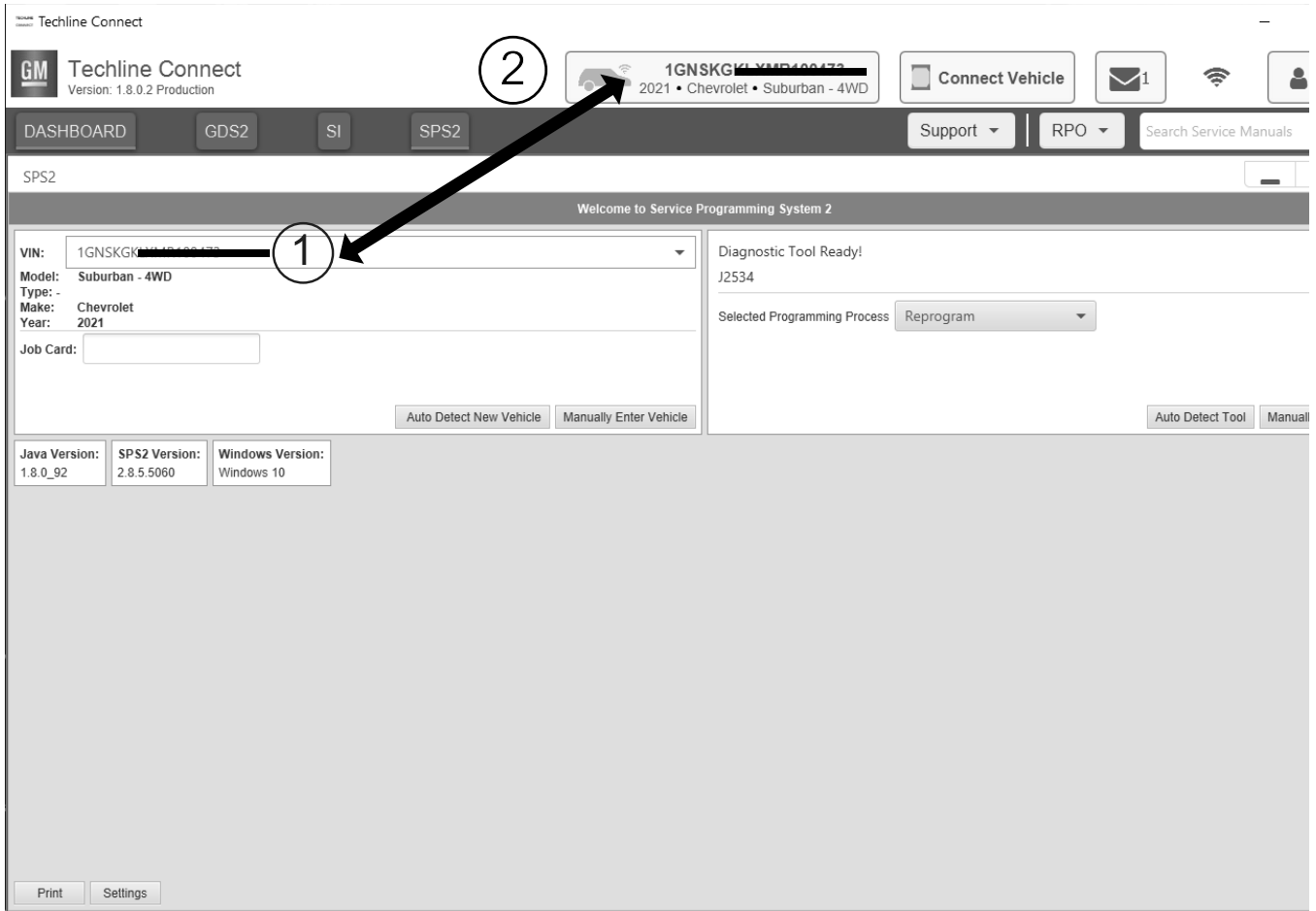
Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- 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. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

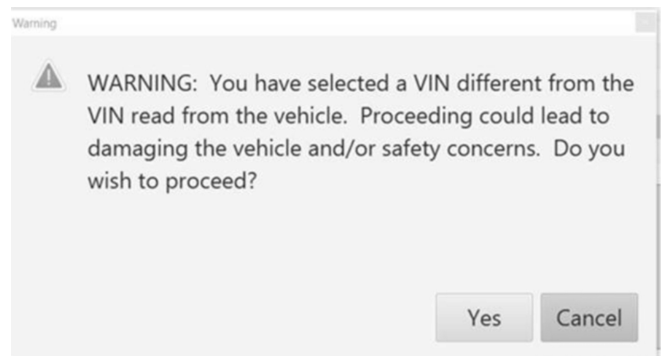
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



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Important: If the vehicle VIN DOES NOT match, the message below will be shown.



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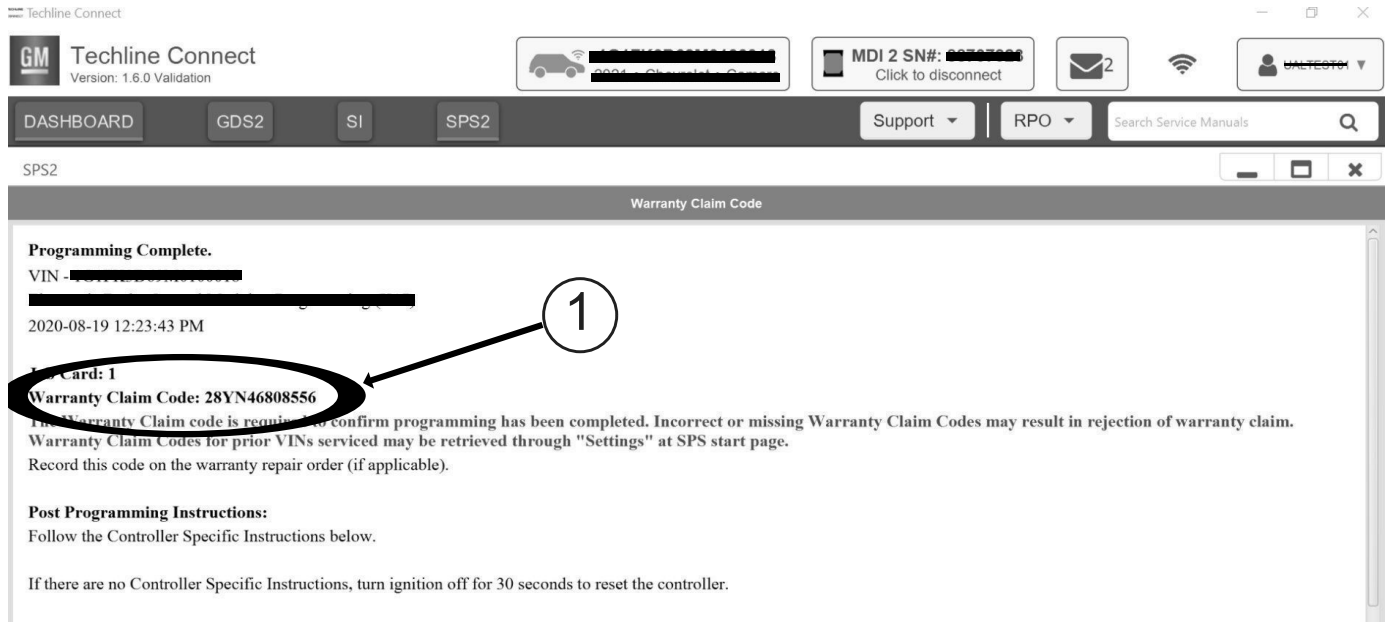
The screenshot shows the Techline Connect software interface. At the top, there is a navigation bar with 'DASHBOARD', 'GDS2', 'SI', and 'SPS2' buttons. A search bar for 'Search Service Manuals' is also present. The main area is titled 'SPS2' and contains a 'Programming' table. A dialog box is overlaid on the table, displaying a warning message: 'M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!'. The table has columns for 'Controller', 'ID', 'Current #', and 'Description'. The 'Description' column contains several entries, some of which are partially obscured by the dialog box.

Controller	ID	Current #	Description
K17	1	84820771	
K17	2	84820790	
K17	3	84820797	84820797 Electronic Brake Diagnostic Calibration
K17	4	84820801	84820801 Function Enable Calibration
K17	5	84820808	84820808 Driver mode brake calibration
K17	6	84820819	84820819 Pre-Pressure Calibration
K17	7	84820825	84820825

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Important: Techline Connect screen shown above.
Important: If the same calibration/software warning is noted on the TLC Summary 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. Document the WCC on the job card.

No further action is required. Refer to the Warranty Information section of this bulletin.
1. Reprogram the Video Processing Module. Refer to *K157 Video Processing Control Module: Programming and Setup* in SI.



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Note: The screenshot above is 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 Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

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

Warranty Information

Warranty Claim Code Information Retrieval

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
2889568*	Reprogram Video Processing Module for Blue Hourglass and No Gridlines While in Reverse	0.9 hr

*This is a unique Labor Operation for bulletin use only.

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

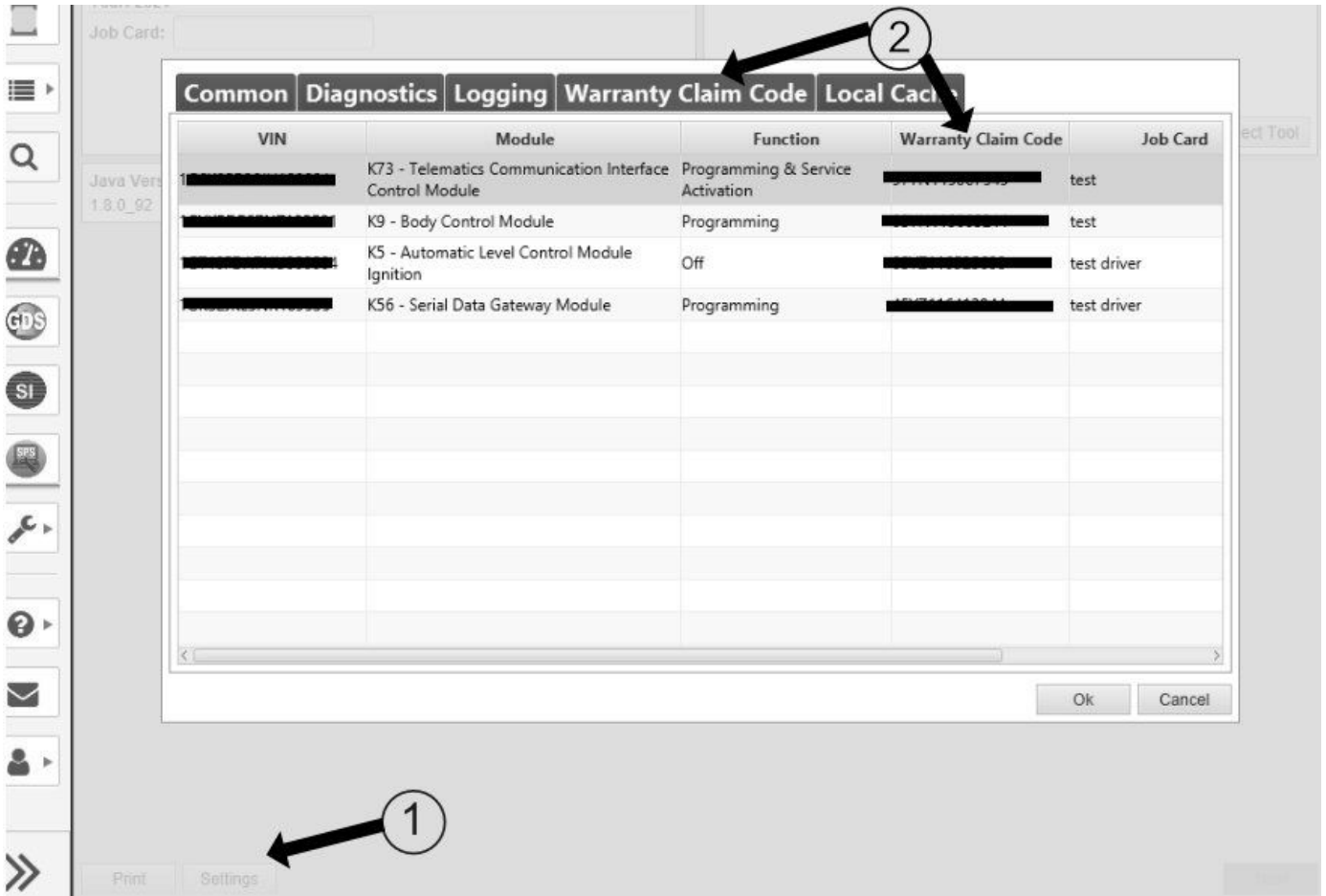
Labour Time [\[Top\]](#)

Labour Operation Code:

Additional labour op code information:

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- The Warranty Claim Code must be accurately entered in the "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 "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.



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If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).

4. Select the Warranty Claim Code tab (2).

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	Released May 03, 2023 Revised May 08, 2023 – Added supersede statement, graphic to Condition Section, and Important Statement to Correction Section. Revised June 21, 2023 – Added Cadillac CT5, updated Involved Region or Country section and added drive time information to Correction section. Revised July 23, 2024 - Removed 2022 through 2023 Cadillac Escalade and a note to Correction Section.

Additional SI Keywords: glass, grid, gridline, grid-line, hour, line, reverse, no lines, grid lines, Grid, lines separate

