




Bulletin No.: PIT6369
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Preliminary Information

PIT6369 Image Processing Module/Video Processing GEN2 Module Reset Instructions

Models

Brand:	Model:	Model Years:	VIN: from to		Engine:	Transmissions:
BrightDrop	Zevo 600	2024	All	All	All	All
Buick	Envision	2021 - 2023	All	All	All	All
Buick	Envision Plus	2022 - 2023	All	All	All	All
Cadillac	CT4	2021 - 2025	All	All	All	All
Cadillac	CT5	2021 - 2024	All	All	All	All
Cadillac	Escalade	2021 - 2024	All	All	All	All
Cadillac	Escalade ESV	2021 - 2024	All	All	All	All
Chevrolet	Corvette	2023 - 2025	All	All	All	All
Chevrolet	Silverado	2022 - 2023	All	All	All	All
Chevrolet	Suburban	2022 - 2024	All	All	All	All
Chevrolet	Tahoe	2022 - 2025	All	All	All	All
GMC	Hummer EV Pickup	2022 - 2025	All	All	All	All
GMC	Hummer EV SUV	2024 - 2025	All	All	All	All
GMC	Sierra	2022 - 2023	All	All	All	All
GMC	Yukon	2022 - 2024	All	All	All	All
GMC	Yukon XL	2022 - 2024	All	All	All	All

Involved Region or Country	United States, Canada, Mexico, Europe, Kazakhstan, Uzbekistan, Russia, Middle East, Iraq, Israel, Palestine, Argentina (Mercosur), Brazil (Mercosur), Chile (West), Colombia (West), Ecuador (West), Japan, Cadillac Korea (South Korea), Thailand (ASEAN), Singapore, Phiippines, Australia/New Zealand, Caribbean, China
Additional RPO's	TRG, UKL, UV2 and UXP
Condition	<p>Some customers may comment on a condition present when shifting to Reverse gear on the Radio Display where a black screen with a triangle and a camera with a slash through it is displayed.</p> <p>In addition, it may not be possible to launch the camera app from the Radio home screen.</p> <div></div> <p>Note: This PI only will apply to GEN2 Modules. Please make sure you are looking at the correct Model and Year of the vehicle that is being diagnosed.</p> <p>The DTC's iisted below may be set as current:</p>
Cause	This maybe due to software anomalies that maybe corrected by a reset of the module.

DTC	Set By	DTC Description
U023C SYM00	CGM, EBCM	Loss of Communication with VPM
B1A62 SYM82	CSM/Radio	Rear Vision Camera Alive Sequence Counter Incorrect
B1A62 SYM86	CSM/Radio	Rear Vision Camera Signal Invalid
B1A62 SYM46	VPM	Rear Vision Camera - Calibration / Parameter Memory Failure
B1A62 SYM49	VPM	Rear Vision Camera - Internal Electronic Failure
B1A62 SYM54	VPM	Rear Vision Camera - Missing Calibration
B1A62 SYM55	VPM	Rear Vision Camera - Not Configured
B1A62 SYM92	VPM	Rear Vision Camera - Performance or Incorrect Operation
B1A62 SYM98	VPM	Rear Vision Camera - Component or System Over Temperature
B1A9B SYM00	VPM	Rear Vision Camera - Temperature Below Threshold
B1594 SYM11	VPM	Rear Vision Camera Low Voltage Differential Signaling LVDS Coaxial Signal - Circuit Short To Ground
B1594 SYM12	VPM	Rear Vision Camera Low Voltage Differential Signaling LVDS Coaxial Signal - Circuit Short To Battery
B1594 SYM13	VPM	Rear Vision Camera Low Voltage Differential Signaling LVDS Coaxial Signal - Circuit Open
B1594 SYM29	VPM	Rear Vision Camera Low Voltage Differential Signaling LVDS Coaxial Signal - Signal Invalid
B1594 SYM82	VPM	Rear Vision Camera Low Voltage Differential Signaling LVDS Coaxial Signal - Alive / Sequence Counter Incorrect / Not Updated

Correction:

Shift to Reverse and verify RVC status. If the screen below appears, start with Step 1.



1. If U023C SYM00 is set as Current by the CGM or EBCM, then check if Warranty Labor Code 3459852 has previously been performed on this vehicle.
- a. If this is a repeat visit for the same concern, Replace the VPM (Refer to SI Document: Video Processing Module Replacement).
- b. If this is the first visit for this concern, refer to the chart below and perform fuse reset(s) based on option codes vehicle is equipped with.

Option code vehicle is equipped with	Module	Action needed to perform system reset
IVE and UV2 without UKL	A11 Radio	Refer to PIC6540 Radio reset instructions
IVE with UKL	A11 Radio	Refer to PIC6540 Radio reset instructions
	K124 Image Processing Module	Remove and reinstall fuse to K124 Image processing module. Refer to SI diagnostics for specific vehicle application
IVD with UKL	K124 Image Processing Module	Remove and reinstall fuse to K124 Image processing module. Refer to SI diagnostics for specific vehicle application
IVD and UV2 or UXP without UKL	K157 Video processing module	Remove and reinstall fuse to K157 Video processing module. Refer to SI diagnostics for specific vehicle application
UV2 or UXP without IVD or IVE	K157 Video processing module	Remove and reinstall fuse to K157 Video processing module. Refer to SI diagnostics for specific vehicle application

- c. After fuse pull, perform a 3-minute sleep cycle and then recheck for DTCs
- i. If U023C is now in History, Shift to Reverse and verify RVC function.
1. Clear DTCs and all ok.
- ii. If U023C is still Current, diagnose Power/CAN cable to VPM (Refer to SI Document for U023C) and then recheck DTCs

1. If U023C is now history, Shift to Reverse and verify RVC function.

a. Clear DTCs and all ok.

2. If U023C is still Current, Replace the VPM (Refer to SI Document; Video Processing Module Replacement)

1. If B1A62 82 86 are set as Current by CSM/Radio, check for software updates of the applicable module(s) based on option codes vehicle is equipped with.

a. After software update and 3 minute sleep cycle, recheck DTCs

i. If B1A62 82 86 are now in History, Shift to Reverse and verify RVC.

1.Clear DTCs, Road test vehicle (under the conditions for setting the DTC),shift to Reverse, verify RVC.

2.Check DTCs

a.If DTC returns, replace the coax cable between Radio and VPM.

b. If DTC does not return, all ok.

ii. If B1A62 82 86 are still Current, check coax cable with Fakra tool (Refer to SI document # for B1A62).

2.If B1A62 46 49 54 55 92 98/ B1A9B 00/ B1594 11 12 13 29 82 are set as Current by VPM, check for software updates of the applicable module(s) based on option codes vehicle is equipped with.

a. After software update and 3 minute sleep cycle, recheck DTCs

i. If B1A62/ B1A9B/ B1594 are now in History, Shift to Reverse and verify RVC.

3. Clear DTCs, Road test vehicle (under the conditions for setting the DTC),shift to Reverse, verify RVC.

4. If DTC does not return, all ok.

i. If B1A62/ B1A9B/ B1594 are still Current, check coax cable between Rear Camera and VPM with Fakra tool

1. If coax cable is ok, replace the Rear Camera.

2. If coax cable is not ok, replace the coax cable between Rear Camera and VPM.

3. If DTC does not return, all ok.

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
3480178*	K124 Image Processing Module Reset	0.5 Hr.
3480328*	K157 Video Processing Module Reset	0.5 Hr.

Additional SI Keywords

U023C, B1A62, B1596, Black Screen

Version History.

Version	1
Modified	04/17/2025 - Created.