



# Service Bulletin

Bulletin No.: PIC6566C

Date: May, 2026

## PRELIMINARY INFORMATION

**Subject: Image Processing Module/Video Processing Module Reset Instructions**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT4	2023-2026		All	All	All	All
Cadillac	LYRIQ	2024-2025		All	All	All	All
Cadillac	XT4	2024-2025		All	All	All	All
Chevrolet	Blazer EV	2024-2026		All	All	All	All
BrightDrop	Zevo 400	2024		All	All	All	All
BrightDrop	Zevo 600	2024		All	All	All	All
Chevrolet	BrightDrop 400	2025		All	All	All	All
Chevrolet	BrightDrop 600	2025		All	All	All	All
Chevrolet	Colorado	2023-2026		All	All	All	All
Buick	Encore GX	2023 - 2026		All	All	All	All
GMC	Canyon	2023-2026		All	All	All	All
Chevrolet	Silverado EV	2024-2025		All	All	All	All
Chevrolet	Silverado LD	2024-2026		All	All	All	All
Chevrolet	Silverado HD	2024-2026		All	All	All	All
GMC	Sierra LD	2024-2026		All	All	All	All
GMC	Sierra HD	2024-2026		All	All	All	All

<b>Involved Region or Country</b>	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, Philippines, Australia/New Zealand, Caribbean, China
<b>Additional Options (RPO)</b>	IVE, UV2, UKL, IVD, UXP, (See table in correction section for specific vehicle combinations)
<b>Condition</b>	Some Customers may comment on a condition present on startup 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. In addition, it may not be possible to launch the camera app from the Radio home screen.



6713886

The following DTC's may be present as Current DTCs:

DTC Set By DTC Description

U023C SYM00 CGM, EBCM Loss of Communication with VPM

B1596 SYM82 VCU/Radio VPM LVDS Coaxial Signal - Alive Sequence Counter Incorrect

B1596 SYM86 VCU/Radio VPM LVDS Coaxial Signal - Signal Invalid

B1A62 SYM82 CSM/Radio Rear Vision Camera Alive Sequence Counter Incorrect

B1A62 SYM86 CSM/Radio Rear Vision Camera Signal Invalid

<b>Cause</b>	This may be due to software anomalies that may be corrected by a reset of the module.
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### Correction

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



6713886

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)

2. If B1596 SYM82 SYM86 or B1A62 SYM82 SYM86 are set as Current by the CSM/Radio, check for software updates of the applicable module(s) based on option codes the vehicle is equipped with.

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

ii. If B1596 / B1A62 are now History, Shift to Reverse and verify RVC function.

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

2. Check DTCs

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

b. If DTC does not return, all ok.

ii. If B1596 / B1A62 are still set Current, check the coax cable with the Fakra tool (Refer to SI Document # for B1596 /B1A62).

## 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
6629852	K124 Image Processing Module Reset	0.5 Hr.
3459852	K157 Video Processing Module Reset	0.5 Hr.

## Additional SI Keywords

U023C, B1A62, B1596, Black Screen

Version	4
Modified	08/20/2024 - Created On. 03/28/2025 - Updated models and correction. 01/09/2026 - Updated models. 05/06/2026 - Updated correction.

