



Service Bulletin

Bulletin No.: 17-NA-231

Date: October, 2020

INFORMATION

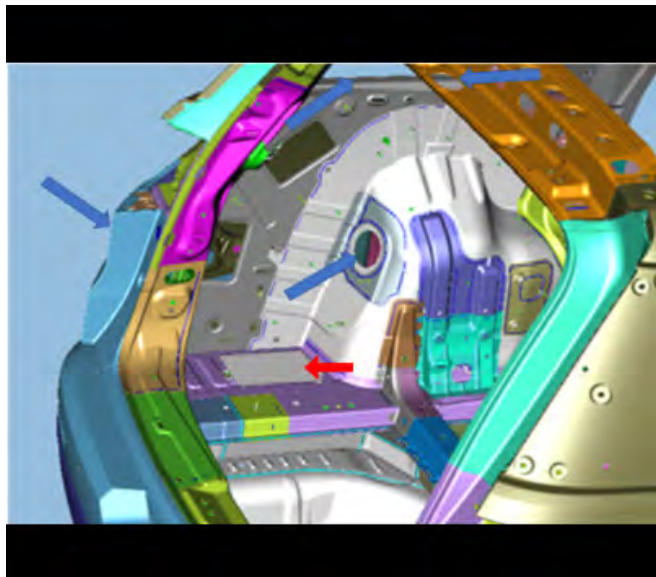
Subject: Information on Replacement of Video Processing Module Due to Water Intrusion

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2017	2019	—	—	All	All
Chevrolet	Traverse	2018	2019				
GMC	Acadia (VIN N)	2017	2019				

Involved Region or Country	North America, Europe, Middle East, Cadillac Korea (South Korea), China, Colombia
Additional Options (RPOs)	Equipped with 360 View Camera (RPO UVH)
Condition	During diagnosis, a technician may find that water intrusion caused a malfunction within the Video Processing Module. This will result in a "SERVICE REAR VISION SYSTEM" message on the center screen. The DTCs most likely to occur would be B101D (Video Processing Module – hardware fault) and B127B (HMI – loss of rear camera).
Correction	Determine the root cause of the water intrusion to the Video Processing Module (VPM) and correct it prior to replacement of the VPM.

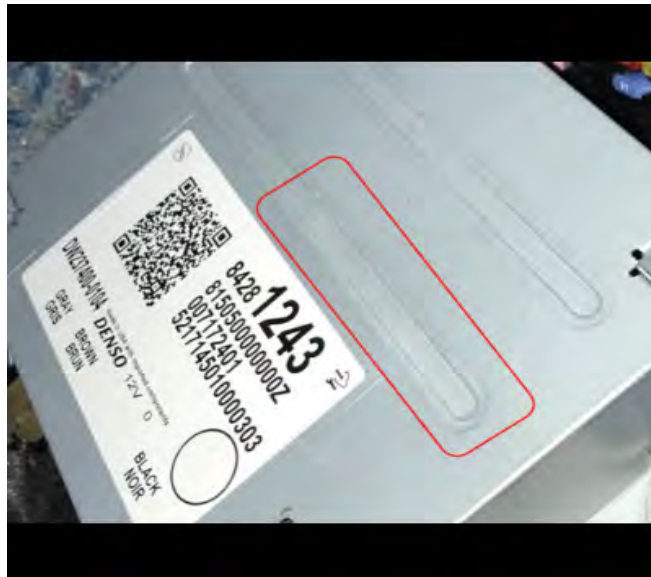
Possible Water Leak Paths

Note: Not all possible paths are shown.



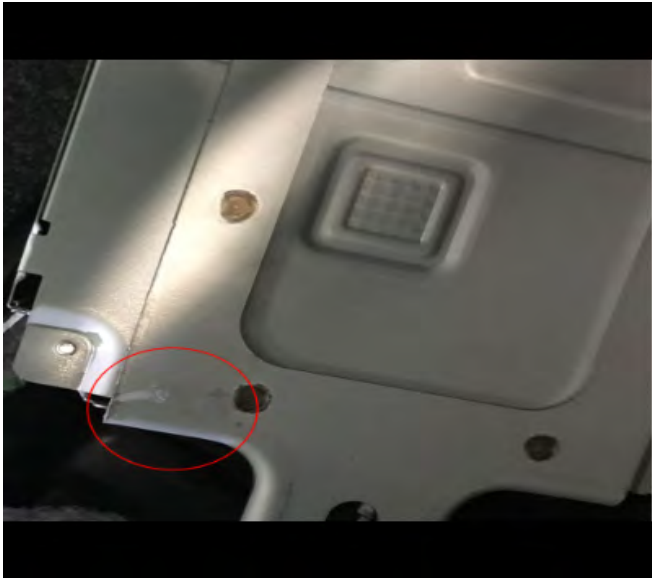
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Examples of Video Processing Module with Visible Signs of Water Damage



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Red Arrow shows location of VPM.



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Important: Please do **NOT** dismantle the VPM. If there is suspected water damage, send the VPM back to GM for evaluation and please ensure, before replacing the VPM in the vehicle, all potential water routes are sealed to prevent a repeat issue.

Service Procedure

If you encounter a vehicle with the above concern, complete the following steps:

1. Upon confirming an issue with the VPM, remove the VPM. Refer to *Video Processing Module Replacement* in SI.
2. Inspect the VPM for any signs of water/corrosion or areas around the VPM for signs of water.
3. Perform a water leak test/wash test on the vehicle to determine any leak path(s).
4. If a leak path is found, seal and ensure the leak is contained.
5. The following are areas to inspect for water intrusion:
 - Ensure the Body harness in left quarter panel to exterior harness grommet is seated fully.
 - Inspect the tail lamp assembly, grommets, and clips.
6. Ensure the body seams are sealed.
 - Left rear roof to outer body panel
 - Left rear quarter window
 - Tail lamp pocket seam
 - Sunroof drain hose properly installed in quarter panel
 - Liftgate weatherstrip
 - Liftgate wiring harness grommets
 - Liftgate glass
7. Once any water entry point has been determined and contained, replace the Video Processing Module. Refer to *Video Processing Module Replacement* in SI.
8. Before installing a new Video Processing Module, install 2 washers for each stud used to mount the video processing unit.

Note: Be sure to install the washers under the video processing unit, so that the unit is raised from the installation of the washers.

Parts Information

Description	Part Number	Qty
Video Processing Module	Refer to EPC	1

Warranty Information

For vehicles repaired under warranty, use the appropriate labor operation for the repair procedure performed.

Version	3
Modified	<p>April 01, 2019 – Added the 2018 and 2019 Chevrolet Traverse and the 2018-2019 Model Years to the XT5, Acadia.</p> <p>October 15, 2020 – Updated the Involved Region or Country section, Condition and Correction sections, Added VPM location and examples of VPM water intrusion information, updated the Service Procedure, Parts Information and changed some formatting.</p>

