



Service Bulletin


Bulletin No.: 20-NA-163

Date: November, 2020

TECHNICAL

Subject: Rearview Camera Displaying Narrow Guidelines and Zoomed Out/Fisheye Appearance

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 2500HD/ 3500HD	2020	2020			All	All
GMC	Sierra 2500HD/ 3500HD	2020	2020				

Involved Region or Country	United States, Canada, Mexico, Israel, Palestine, Chile (West), Paraguay (West), Uruguay (West), Thailand (ASEAN)
Additional Options (RPOs)	Equipped with RPO UVI
Condition	<p>Some customers may comment on narrow guidelines and a zoomed out/fisheye appearance from the rearview camera.</p> 
Cause	The cause of the condition may be an issue with the Video Processing Control Module (VPCM) calibration distorting the view from the rearview camera and decreasing the width of the guidelines.

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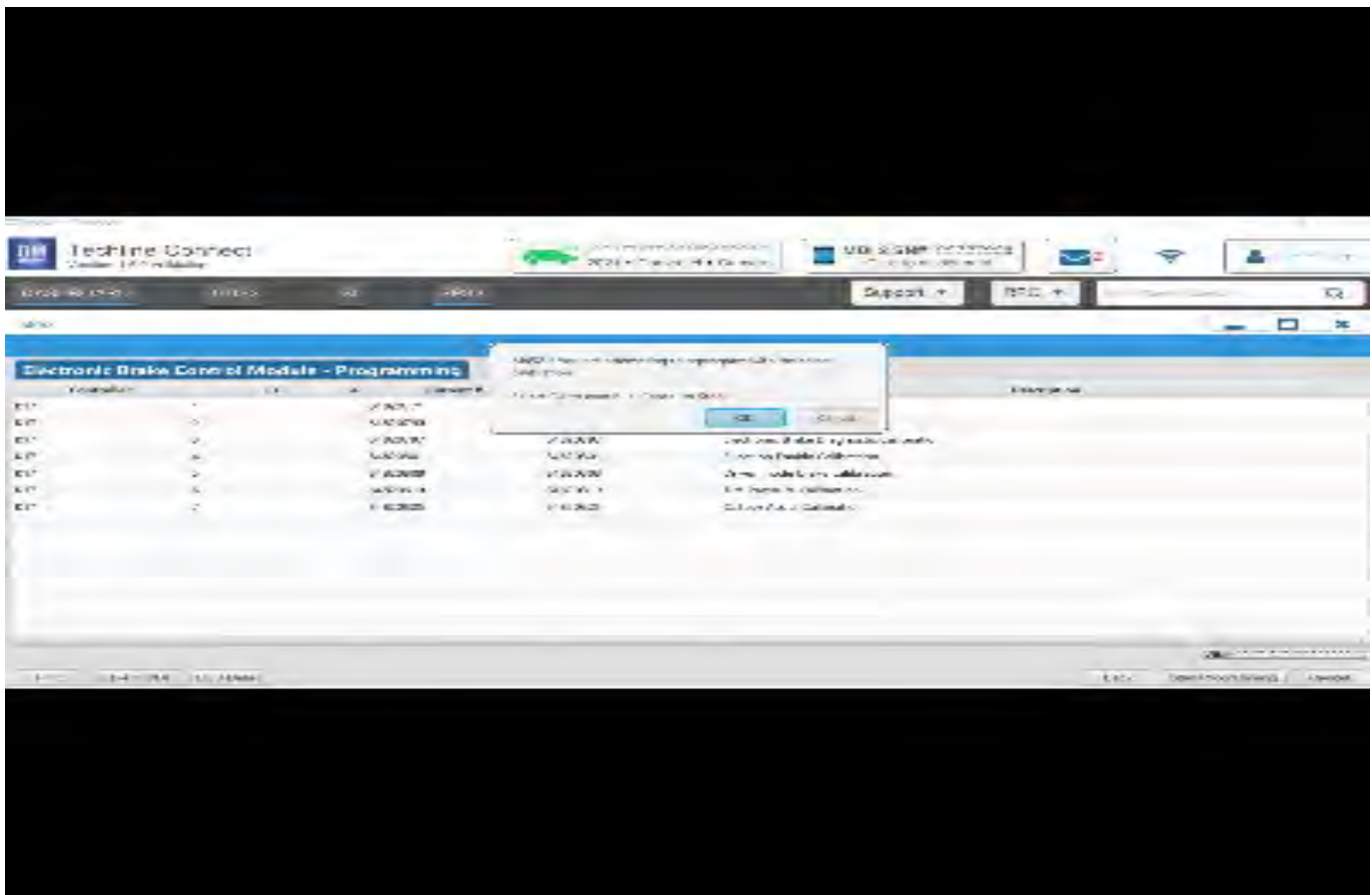
Correction	Utilizing the MDI or GDS/GDS2 tool, verify the VPCM Bootloader P/N is 84809742 then reprogram the VPCM. Follow Service Procedure below. If the VPCM Bootloader P/N is NOT 84809742 (ex. 84650325, 84513776), the VPCM must be replaced with the latest version. Refer to Parts Information and the EPC for the latest VPCM and program with the latest released software.
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Service Procedure

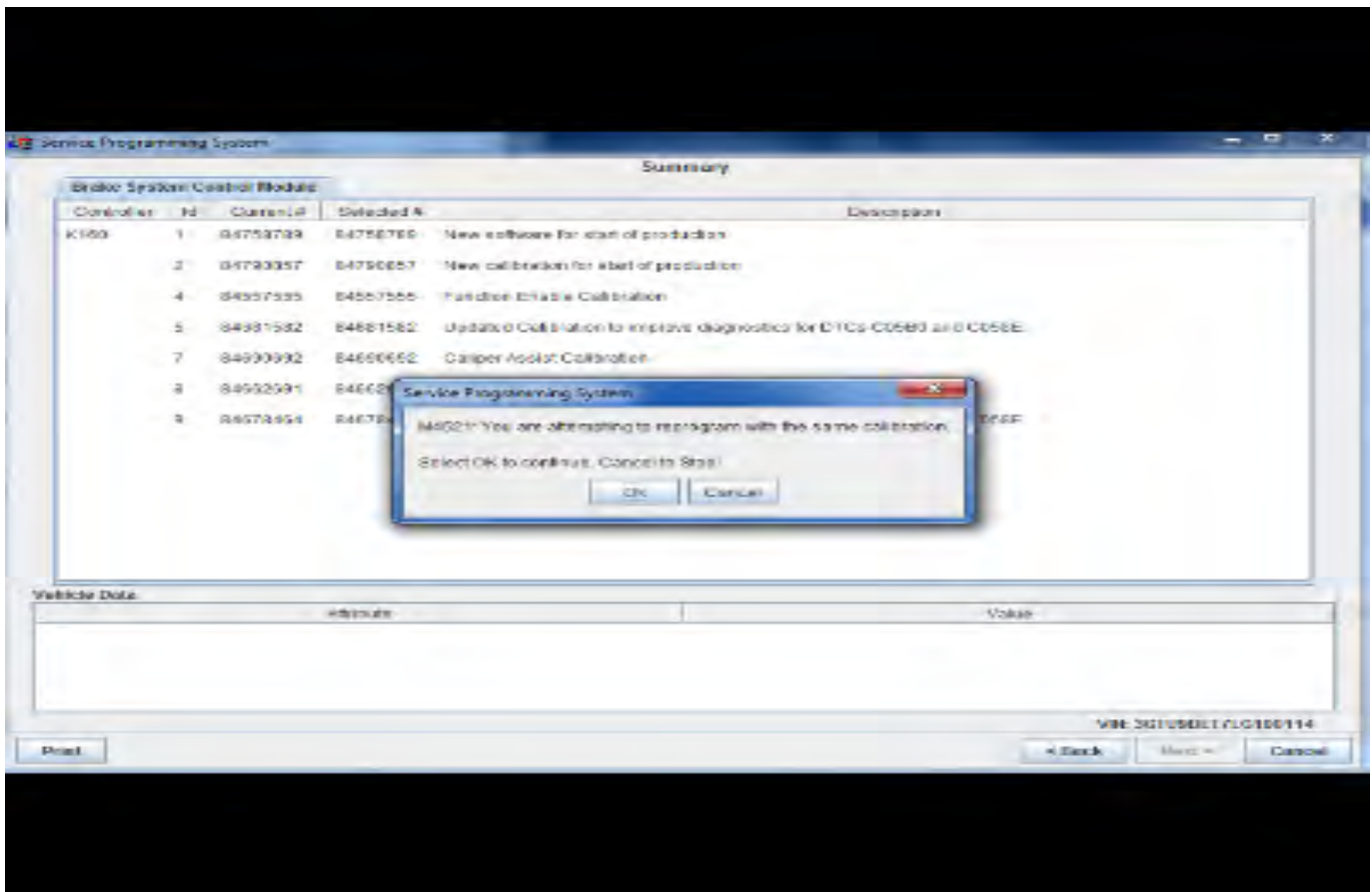
Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). **DO NOT DOWNLOAD** or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

Note: Carefully read and follow the instructions below.

- 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 12 V jumper or booster pack disconnected from the AC voltage supply. **DO NOT** connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



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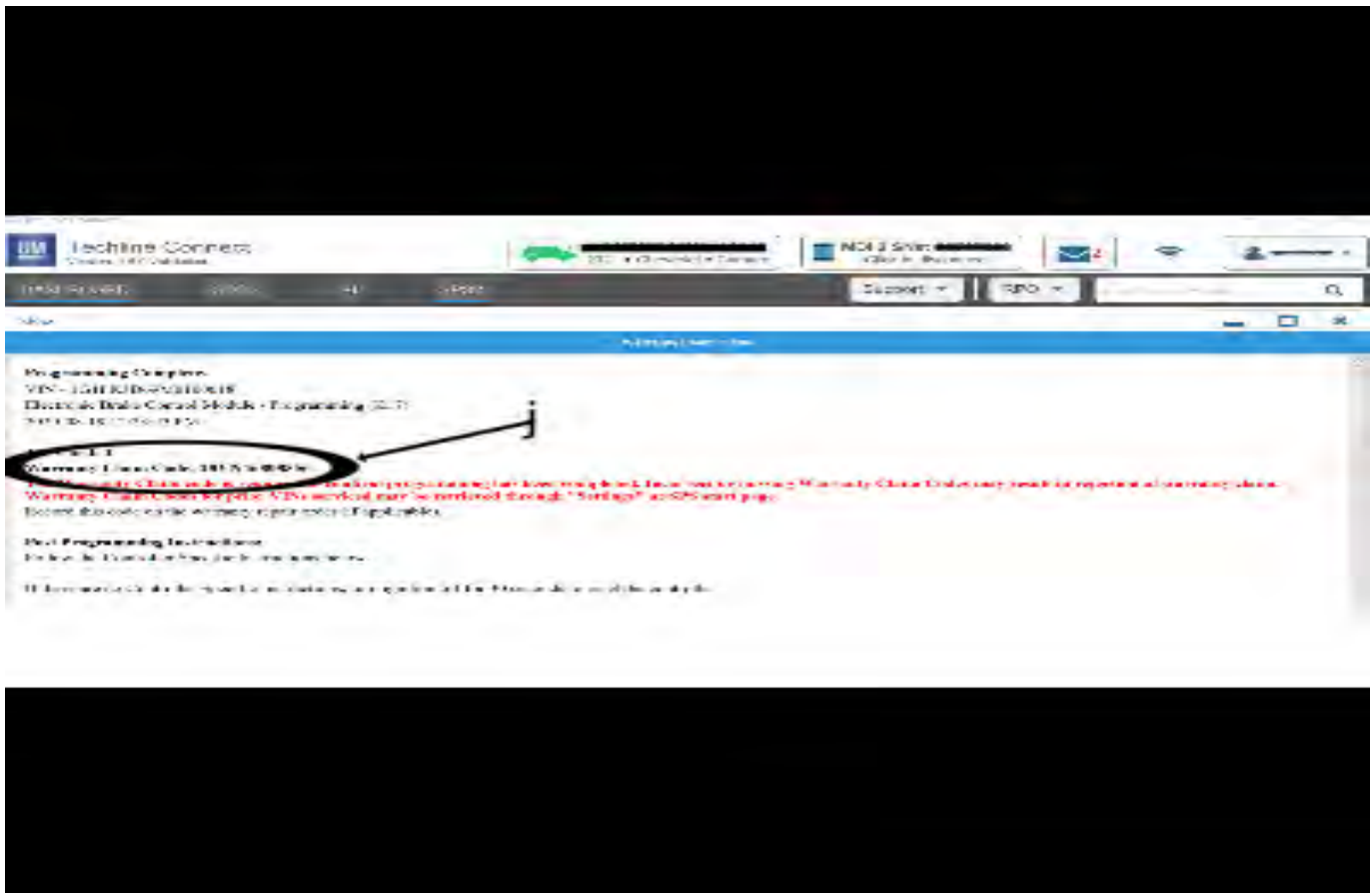
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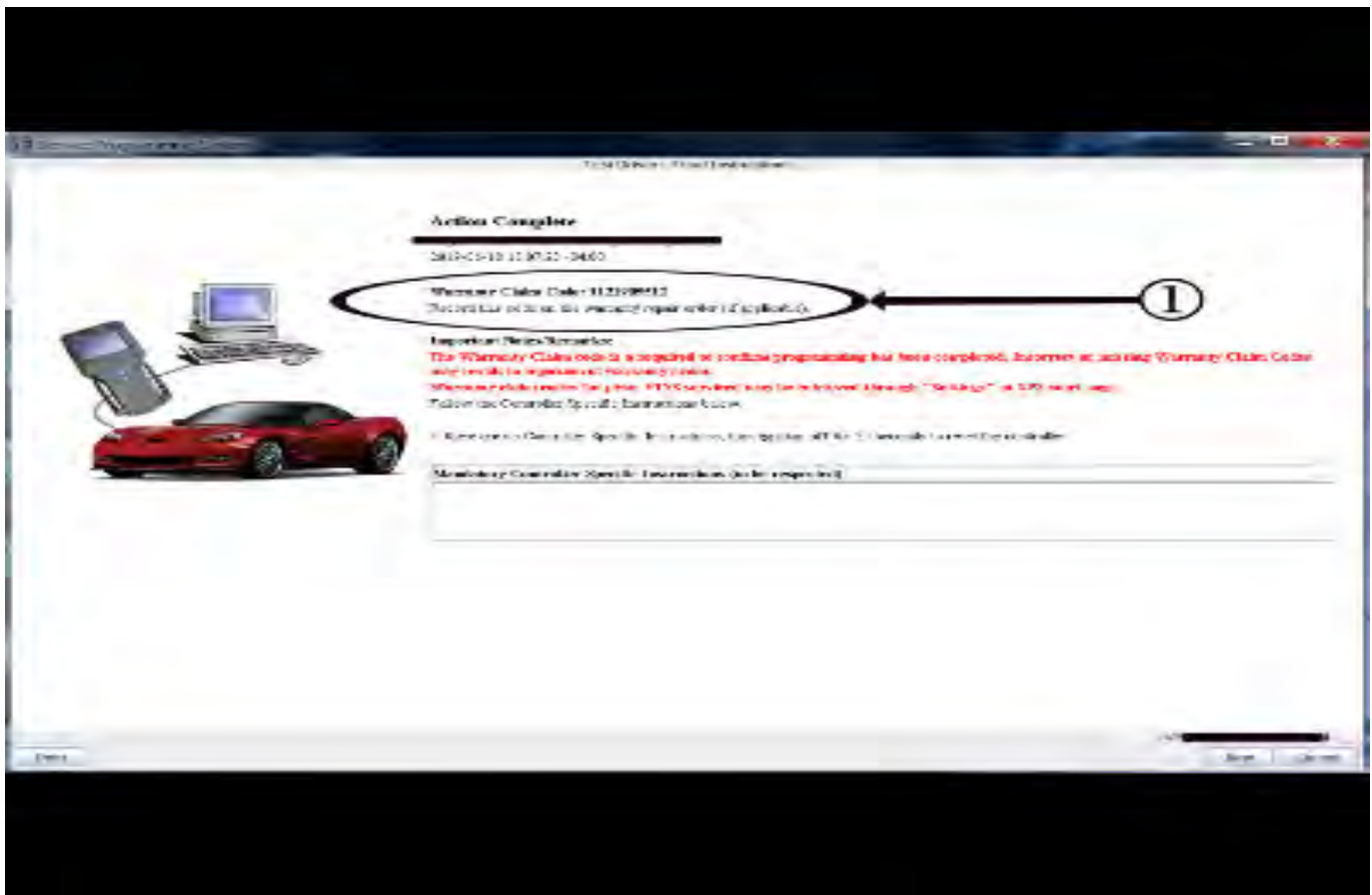
Important: Techline Connect and TIS2WEB screens shown above.

Important: : If the Same Calibration/Software Warning is noted on the TLC or SPS Summary screen, select OK and follow on-screen instructions. The system will generate a warranty claim code (WCC) for documentation purposes only. Perform service information (SI) diagnostics to determine the cause of the condition. Use the applicable labor operation code when submitting a warranty claim. Do NOT use the WCC with the warranty claim submission.

Important: When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, as well as the upcoming full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial Data Message Authentication also needs to have the ignition off.

1. Reprogram the Video Processing Control Module. Refer to *K157 Video Processing Control Module: Programming and Setup* in SI.





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Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen

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

Parts Information

Causal Part	Description	Part Number	Qty
X	Video Processing Module	84829911	1
		84829910	
		84842813	
		84784629	
		84841791	
		84863042	
		84804407	
		84773855	
		84838506	

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
*2810845	Video Processing Control Module Reprogramming with SPS	Use Published Labor Operation Time
<p>Important: *To avoid warranty transaction rejections, carefully read and follow the instructions below:</p> <ul style="list-style-type: none"> The SPS Warranty Claim Code must be accurately entered in the "SPS 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 "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS/SPS2. 		

Warranty Claim Code Information Retrieval

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

1. Open TLC/TIS on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
3. Select Settings.
4. Select the Warranty Claim Code tab.

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	2
Modified	Released August 24, 2020 Revised October 29, 2020 – Updated correction section with P/Ns and added table to Parts Information

