



Preliminary Information

PIT5552D Rear Vision or Surround Vision Camera Image Yellow / Blurry / Distorted / Scrolling / No Grid Lines / Blue Screen with Gridlines / Service Rear Vision System Message

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade Models	2015 - 2020	All	All	All	All
Chevrolet	Silverado 1500	2014	All	All	All	All
Chevrolet	Silverado	2015 - 2018	All	All	All	All
Chevrolet	Silverado LD	2019	All	All	All	All
Chevrolet	Silverado 2500/3500	2019	All	All	All	All
Chevrolet	Suburban	2015 - 2020	All	All	All	All
Chevrolet	Tahoe	2015 - 2020	All	All	All	All
GMC	Sierra 1500	2014	All	All	All	All
GMC	Sierra	2015 - 2018	All	All	All	All
GMC	Sierra Limited	2019	All	All	All	All
GMC	Sierra 2500/3500	2019	All	All	All	All
GMC	Yukon Models	2015 - 2020	All	All	All	All

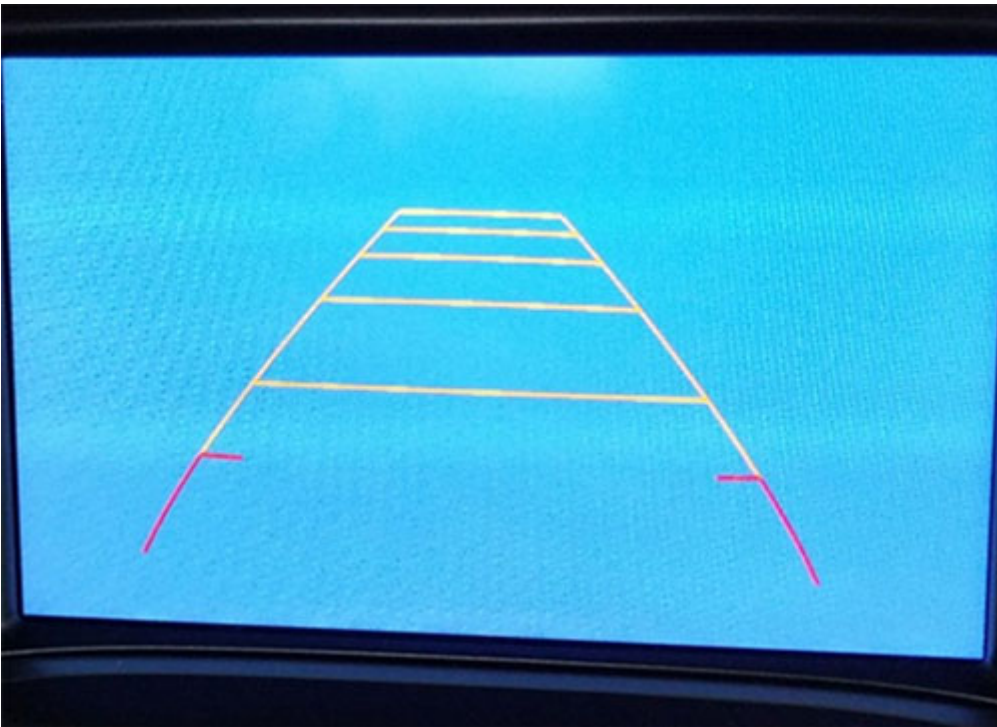
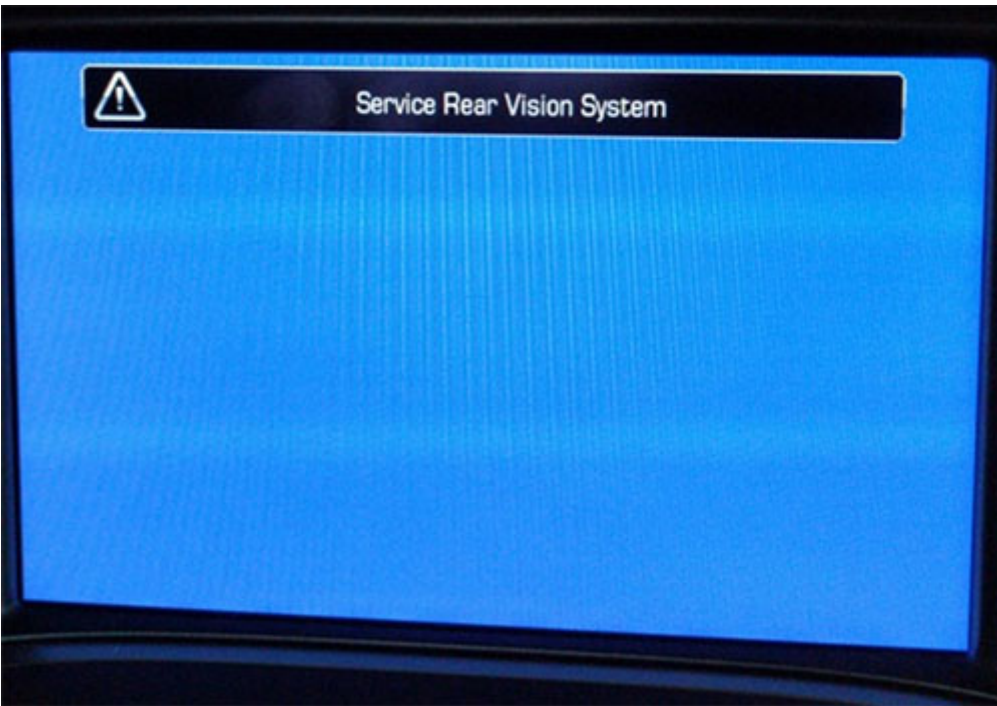
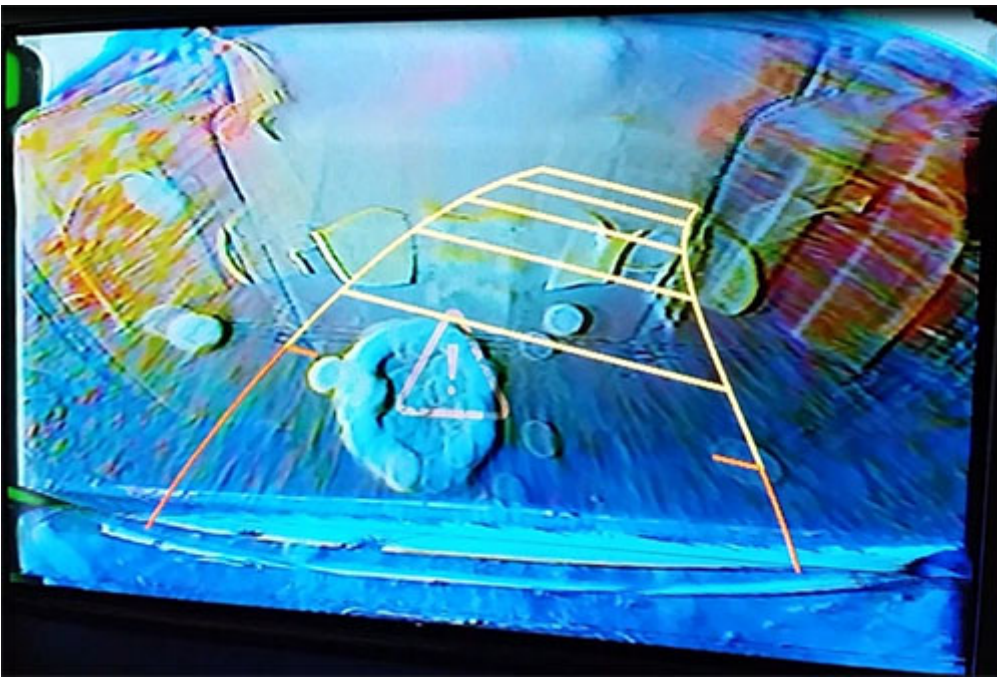
Involved Region or Country	North America and Middle East
Additional Options (RPO)	With Rear Vision Camera (RPO UVC) or Surround Vision (RPO UVH)
Condition	<p>Some customers may have a concern with the rear vision camera or surround vision camera image being:</p> <ul style="list-style-type: none"> - Yellow - Blurry - Distorted - Image scrolling - Image with NO gridlines - Screen is blue with gridlines - Screen is blue with Service Rear Vision System message <p>These concerns may be present with or without any DTCs. Examples of these issues are shown below.</p>
Cause	<p>Cause 1: Aftermarket devices such as the items listed in the latest version of PIC5650 have been known to cause issues with the camera display. Because they are so common, 12 volt to USB adapters have been the number 1 culprit causing image issues.</p> <p>Cause 2: A poor connection in the camera signal circuits 6972 and/or 6973. The camera signal circuits 6972 and 6973 run between the</p>

following modules:

2017-2020 Models: Rear Camera B87 (RPO UVC) or Video Processing Module K157 (RPO UVH) >>>>> to the HMI Bypass Module K188 >>>>> to the HMI Module K74

2014-2016 Models: Rear Camera B87 (RPO UVC) or Video Processing Module K157 (RPO UVH) >>>>> to the HMI Module K74







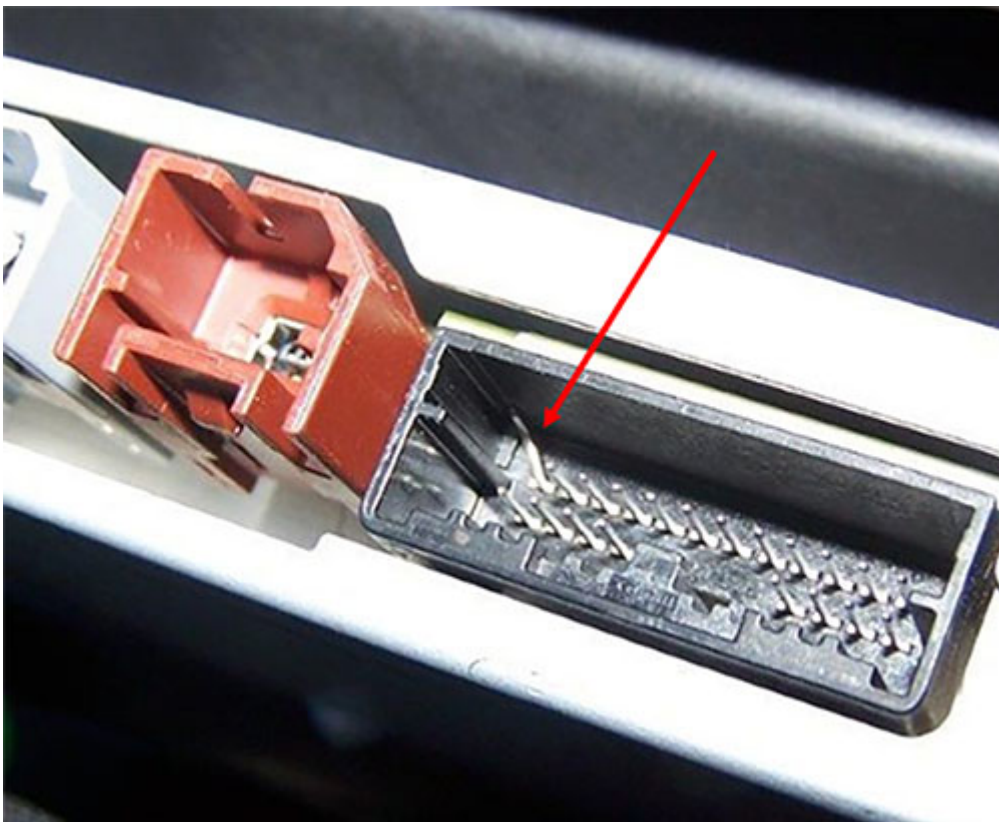
Correction:

Correction 1: Remove/unplug all aftermarket devices. Do not overlook any 12 volt to USB adapters, which may be plugged into any of the vehicle's 12 volt accessory ports.

Correction 2: Inspect the camera signal circuits 6972 and 6973 for opens, high resistance, poor terminal tension, bent terminals, etc. Replace and/or repair any damaged terminals, module(s) with bent pins, or wiring as necessary.

On the 2014-2020 models, one common area is poor terminal tension or bent terminals at the HMI Module K74.

For the 2017-2020 Models, another common area is at the HMI Bypass Module K188. An example of this bent terminal at the HMI Bypass Module K188 connector X1 pin 20 can be seen below.



Warranty Information

For wiring repairs covered under warranty, please refer to latest version of bulletin [10-00-89-005](#) for warranty information on wire/connector repairs.

For module replacement for bent pins covered under warranty, use the appropriate labor operation code.

Additional SI Keywords

B127B back backup display flip grid guide guidance poor radio reverse screen scroll 360

Version History

Version	5
Modified	03/20/2017 - Created on 01/09/2018- Updated to add the 2018 Models 02/09/2018 - Updated the cause and correction section 02/25/2019 - Updated to Models, Cause and Correction sections. 03/02/2020 - Updated to Models, Cause and Correction sections.



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