



Service Bulletin

PRELIMINARY INFORMATION

Subject: Rear Video Screens May Not Turn On

Models: 2012 - 2013 Chevrolet Suburban
2012 - 2013 GMC Yukon XL
Equipped with Dual Rear Video Screens (RPO DNU)

Condition/Concern

Customers may comment that one or both of the roof-mounted video screens will not turn on.

Recommendation/Instructions

Please check X306 for terminal damage. X306 is located at the headliner harness to right A-pillar harness - front center roof - behind the left side of the overhead console assembly.

Note: Connector X306 can be accessed by removing the overhead console only. Headliner removal is not required.

Repair or replace any terminals with concern, power off vehicle for 5 minutes, and validate repairs by testing video screen functionality.

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.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION