



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-342

Date: October, 2016

TECHNICAL

Subject: Rearview Mirror Displays a Blue Screen

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT6	2016	2016				

Involved Region or Country	North America and N.A. Export Regions
Additional RPO	DRZ
Condition	Some customers may comment that the rearview mirror video display has a blue screen.
Cause	This condition may be caused by a disconnected coax cable at the mirror.

Correction

If you encounter a vehicle with the above concern, confirm that all coax connectors are fully seated by disconnecting and then reconnecting.

Service Procedure

1. Remove the rearview mirror. Refer to *Inside Rearview Mirror Replacement* in SI.
2. Disconnect then reconnect the coax connector and check video screen operation.
 - If the video screen display is operating after reconnecting the connector, **Do Not** proceed any further with the repair.
 - If the video screen is still displaying a blue screen, refer to SI for further diagnostics.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
5430922	Connector Reconnection	Use Published Labor Operation Time

Version	1
Modified	

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.



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