



Service Bulletin

Bulletin No.: 16-NA-342

Date: February, 2019

TECHNICAL

Subject: Rearview Mirror Displays a Blue Screen

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2018	2019				
Cadillac	CT6	2016					
	CTS	2017					
	Escalade Models	2017					
	XT4	2019					
	XT5	2017					
Chevrolet	Bolt EV	2017					
	Blazer	2019					
	Camaro	2019					
	Silverado 1500 (New Model)	2019					
	Traverse	2018					
GMC	Sierra 1500 (New Model)	2019					

Involved Region or Country	North America and N.A. Export Regions
Additional RPO	Equipped with Rear Camera Mirror (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 verify 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 the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
5480608*	Connector Re-connection	0.5 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	January 31, 2019 – Added 2019 MY to CT6, added additional Models and created a Bulletin only Labor Operation number.

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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