

Subject: Engineering Information - Request for Pictures On Rear View Camera Not Aligned Customer Concerns

Attention: This Engineering Information (EI) does not require the technician to call an engineer. This EI Lite is asking ONLY to submit the description of the issue with PIE number and pictures using the Field Product Reporting (FPR) App (reference the latest version of Service Bulletin 02-00-89-002). Proceed with this EI ONLY if the customer has a Factory Installed (RPO QK1) rear view camera concern, AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer does not have a Factory Installed (RPO QK1) rear view camera concern, or this PIE number does not show in GWM/IVH, disregard this EI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500	2020	2020	-	-	-	-

Involved Region or Country	U.S. Dealers ONLY
Additional Options (RPOs)	Equipped with GATE TYPE-PUBX END STANDARD (RPO QK1)
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on a concern with the Rear View Camera not aligned (verbatim such as rear/back up camera is misaligned, crooked, tilted, etc. and usually tied to an endgate/tailgate latch handle replacement).
Cause	GM Engineering is attempting to better understand the cause of this issue

Correction

If you encounter a vehicle where a customer comments on a with Rear View Camera not aligned that drives a warrantable item type of repair please use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding PIE number **PIE0589** in the Condition Field) and Submit.

Note: GM has updated the Field Product Reporting app, and it is now part of the “Certified Service Mobile Toolbox” (CSMT) Instructions to load the App to your phone and other detailed instructions can be found in the latest version of Service Bulletin 02-00-89-002 (U.S. Dealers).

1. Document the VIN, Odometer and Condition.
2. Take 2 pictures before the repair showing the issue on the screen (1) and handle (2)
3. Take 2 pictures after the repair showing the issue correction for the screen (1) and handle (2)

Example documentation of customer concern and pictures:

VIN: M0100039

Odometer: 4,377

Condition: rear view camera is crooked





Take 2 pictures before the repair showing the issue on the screen (1) and handle (2).

Then, take 2 pictures after the repair showing the issue correction for the screen (1) and handle (2).

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
1086288*	Engineering Information - Request for Pictures On Rear View Camera Not Aligned Customer Concern	0.2 hr

* This is a unique labor operation for bulletin use only.

Version	1
Modified	Released October 15, 2020