

Subject: Engineering Information - One or More Camera Views Showing, Intermittent Behavior and/or Totally Inoperative

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

This PIE has been revised to remove Cadillac Escalade Models. Please discard PIE0592.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Suburban	2021	2021	-	-	-	-
	Tahoe						
GMC	Yukon Models						

Involved Region or Country	North America
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on one or more of the following conditions from the camera.</p> <ul style="list-style-type: none"> • One or more camera views showing • Intermittent behavior • Totally inoperative
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

If you encounter a vehicle with the above concern, perform the following steps and contact the engineer listed below with your findings.

1. Note the viewing system that is related to the DTC that is set, along with the symptom byte and which module it is coming from (radio or video processing module).
2. Wiggle the coax connection at the video processing module and at the suspect camera while looking for change in the camera image.
3. Test and note resistance values of the connectors at the video processing module and the cable to the camera.

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

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

Labor Operation	Description	Labor Time
3487158*	Engineering Information - One or More Camera Views Showing, Intermittent Behavior	0.4 hr
* This is a unique labor operation for bulletin use only.		

Version	2
Modified	Released October 16, 2020 Revised November 04, 2020 – Removed Cadillac Escalade Models.