



Service Bulletin

Bulletin No.: 20-NA-220

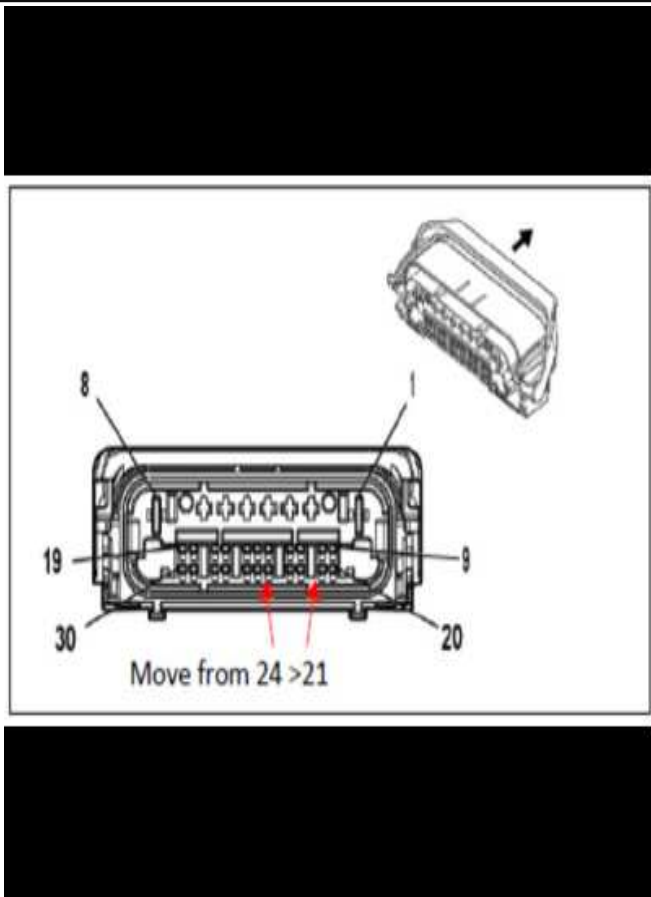
Date: December, 2020

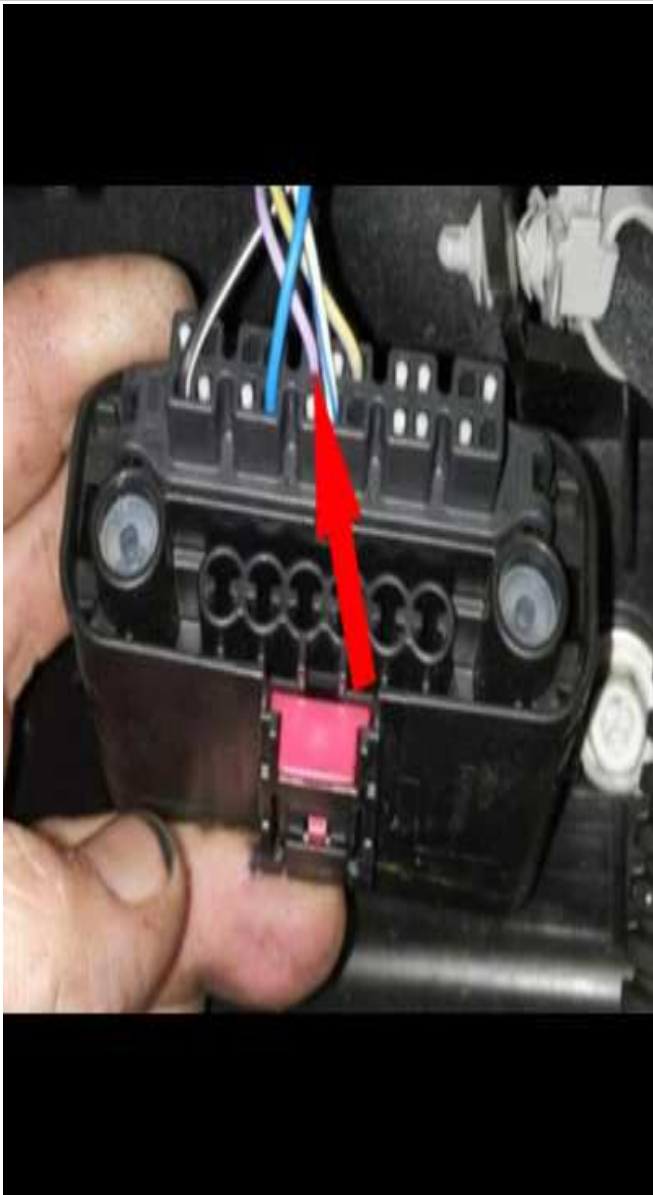
TECHNICAL

Subject: Rear Camera Inoperable

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 2500/ 3500 HD	2021	2021				
GMC	Sierra 2500/3500 HD						

Involved Region or Country	
Additional Options (RPOs)	Equipped with RPOs 5N5 & ZW9 Rear Camera
Condition	Some customers may comment on the rear camera being inoperative.
Cause	<p>The cause of the condition may be that a change was implemented to the chassis harness from 2020 to 2021 trucks, there was an issue with camera flicker and circuit 1739 was moved from pin 24 to pin 21.</p> <p>The camera extension harness P/N 84852714 in the 5N5 Rearview Camera kit was not updated to correspond to the change in the chassis harness. This mis-match leaves the camera inoperative when installed by the dealer or upfitter and as such stalls the delivery to the end customer.</p>
Correction	Move wire from pin 24 to 21 of the terminal in the Rear Camera Harness. Refer to <i>Repairing Connector Terminals (Terminal Repair)</i> in SI.





Wire connected to Pin 24

5681283



Wire moved to Pin 21

5681276

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
*5480928	Move wire in pin 24 to pin 21	0.2 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released December 03, 2020

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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