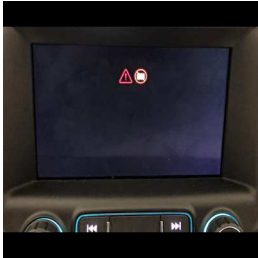


Subject: Engineering Information - Surround Vision Camera Inoperable and/or Black Screen with Red Slash Shown On Radio Display

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.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2021	-	-	-	-

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 Surround Vision Camera inoperable and/or black screen with red slash on Radio display, as shown in the picture above.</p>
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 checks and contact the engineer listed below with your findings.

Important: DO NOT disconnect power from the vehicle or module.

- Check for parasitic drain at the video processing module. If around 200-300 mah, this issue is present.
- If current is around 10-15 mah, follow regular service instructions for video processing module repair
- If issue is present, call the GM engineer listed.

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
3487298*	Engineering Information - Surround Vision Camera Inoperable, Black Screen with Red Slash On Radio Display	0.3 hr

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

Version	1
Modified	Released on March 24, 2021