

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

**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		
Chevrolet	Silverado 2500HD/3500HD	2021	2021	-	-	Equipped with 6.6L Engine (RPO L5P)	-
GMC	Sierra 1500					-	
	Sierra 2500HD/3500HD					Equipped with 6.6L Engine (RPO L5P)	

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPOs)</b>	Equipped with VISION-360 & TRAILER VIEW, MONO, HD DIGITAL (DO NOT USE AFTER MY2022) (RPO UVS)
<b>Condition</b>	<b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on one or more camera views showing intermittent behavior and/or totally inoperable.
<b>Cause</b>	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 engineers listed below with your findings.

1. Note the viewing system related DTCs along with the symptom byte and the module it is coming from (Radio and Video Processing Module).
2. Perform a wiggle test of 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 the resistance values of the connectors at the VPM and cable to the camera using a Fakra test tool.

**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
6486118*	Engineering Information - One or More Camera Views Showing Intermittent Behavior and/or Totally Inoperable	0.3 hr
* This is a unique labor operation for bulletin use only.		

<b>Version</b>	1
<b>Modified</b>	Released March 31, 2021