

**Subject:** Engineering Information - No Start, Forward Collision Alert, Adaptive Cruise Control and/or Lane Keep Assist 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 | Suburban     | 2021        | 2021 | -    | -  | -       | -             |
|           | Tahoe        |             |      |      |    |         |               |
| GMC       | Yukon Models |             |      |      |    |         |               |

|                                   |   |
|-----------------------------------|---|
| <b>Involved Region or Country</b> | North America   |
| <b>Condition</b>                  | <p><b>Important:</b> 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 having one or more of the following conditions:</p> <ul style="list-style-type: none"> <li>• No start</li> <li>• Forward Collision Alert inoperable</li> <li>• Adaptive Cruise Control inoperable</li> <li>• Lane Keep Assist inoperable</li> </ul> |
| <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 engineer listed below with your findings.

1. Pull the DTCs from Front Camera Module.
2. Investigate both the Front Camera Module pins and the harness connector pinouts to see if they are bent, missing and/or pushed in.
3. Take photos of Front Camera Module pins and front camera harness connector.

## 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 |
|-----------------|---|------------|
| 2086248*        | Engineering Information - No Start, Forward Collision Alert, Adaptive Cruise Control, Lane Keep Assist Inoperable | 0.4 hr     |

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

|                 |                       |
|-----------------|-----------------------|
| <b>Version</b>  | 1                     |
| <b>Modified</b> | Released May 17, 2021 |