



Service Bulletin

Bulletin No.: 16-NA-342

Date: June, 2024

TECHNICAL

Subject: Rearview Mirror Displays a Blue Screen

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|----------------------------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Buick | Enclave | 2018 | 2019 | — | — | — | — |
| Cadillac | CT6 | 2016 | 2019 | | | | |
| | CTS | 2017 | 2019 | | | | |
| | Escalade Models | 2017 | 2019 | | | | |
| | XT4 | 2019 | 2019 | | | | |
| | XT5 | 2017 | 2019 | | | | |
| Chevrolet | Bolt EV | 2017 | 2019 | | | | |
| | Blazer | 2019 | 2019 | | | | |
| | Camaro | 2019 | 2019 | | | | |
| | Silverado 1500 (New Model) | 2019 | 2019 | | | | |
| | Traverse | 2018 | 2019 | | | | |
| | Traverse (Limited) | 2024 | 2024 | | | | |
| GMC | Acadia | 2024 | 2024 | | | | |
| | Sierra 1500 (New Model) | 2019 | 2019 | | | | |

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|-----------------------------------|---|
| Involved Region or Country | North America, Brazil, Chile, Colombia, Peru, Europe, Middle East, Israel, Japan, Cadillac Korea (South Korea), GM Korea Company, China |
| Additional RPO | Equipped with Rear Camera Mirror (RPO DRZ) |
| Condition | Some customers may comment that the rearview mirror video display has a blue screen. |
| Cause | This condition may be caused by a disconnected coax cable at the mirror. |

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Correction

If you encounter a vehicle with the above concern, confirm that all coax connectors are fully seated by disconnecting and then reconnecting.

Service Procedure

1. Remove the rearview mirror. Refer to *Inside Rearview Mirror Replacement* in SI.
2. Disconnect then reconnect the coax connector and verify video screen operation.
 - If the video screen display is operating after reconnecting the connector, **Do Not** proceed any further with the repair.
 - If the video screen is still displaying a blue screen, refer to SI for further diagnostics.

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 |
|--|-------------------------|------------|
| 5480608* | Connector Re-connection | 0.5 hr |
| *This is a unique Labor Operation for bulletin use only. | | |

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|-----------------|---|
| Version | 3 |
| Modified | Released October 11, 2016 Revised January 31, 2019 – Added 2019 MY to CT6, added additional Models and created a Bulletin only Labor Operation number. Revised June 25, 2024 – Added the 2024 Chevrolet Traverse, GMC Acadia models, Involved Regions/Countries, and the Important statement. |

