



Service Bulletin

Bulletin No.: 16-NA-342

Date: July, 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 (All New)	2024	2024	—	—	2.5L Turbo (LKO)	All
GMC	Acadia	2024	2024	—	—	—	—
	Sierra 1500 (New Model)	2019	2019				

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.		

Version	4
Modified	<p>Released October 11, 2016</p> <p>Revised January 31, 2019 – Added 2019 MY to CT6, added additional Models and created a Bulletin only Labor Operation number.</p> <p>Revised June 25, 2024 – Added the 2024 Chevrolet Traverse, GMC Acadia models, Involved Regions/Countries, and the Important statement.</p> <p>Revised July 23, 2024 – Removed Limited Traverse and added All New Traverse for Model Year 2024.</p>

