

**Subject:** Engineering Information - (Pictures Only) Intermittent and/or Inoperable Rear Camera, Blue or Black Screen May Be Present with Error Message (U.S. Dealers ONLY)

**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. Proceed with this EI Lite 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 this PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

*This EI has been revised to update Step 3 and added PIE# under Condition and Correction. Please discard PIE0708.*

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2019	2022	—	—	—	—
GMC	Terrain						

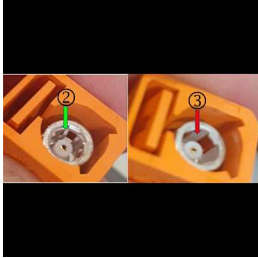
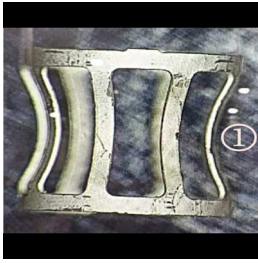
<b>Involved Region or Country</b>	U.S. Dealers ONLY
<b>Additional Options (RPOs)</b>	Equipped with VISION-REAR VIEW, MONO, HD DIGITAL, VISION-360 VIEW, MONO, HD DIGITAL (RPOs UVB, UV2)
<b>Condition</b>	<p><b>Important:</b> If the customer did not bring their vehicle in for this concern, <b>DO NOT</b> proceed with this EI Lite.</p> <p>If a customer comments on an issue that concerns on having one or both of the following conditions listed below that results in a repair, please use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding EI number <b>PIE0708A</b> in the Condition Field) and Submit:</p> <ul style="list-style-type: none"> <li>Intermittent and/or inoperable rear camera</li> <li>Blue or black screen may be present with error message present</li> </ul> <p><b>Note:</b> Instructions to load the FPR App to your phone and other detailed instructions can be found in the latest version of Bulletin 02-00-89-002 (U.S. Dealers).</p>
<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

**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.

If you encounter a vehicle with the above concern, perform the following steps and please, use the Field Product Reporting (FPR) App, take pictures of the issue (per details below), fill out required fields (including adding EI number **PIE0708A** in the Condition Field) and Submit:

1. Remove the rear closure fixed handle applique and disconnect the connector from the rear camera.



2. Look inside the rear camera harness connector to see if the crown barrel spring (1) is inside the connector (2) and not missing (3), as shown in the pictures above.  
**Note:** If barrel spring is present, continue with SI diagnostics.
3. Take a clear, close up picture of the connector showing either the crown barrel spring, or of the missing crown barrel spring.

## Warranty Information

If a Field Product Report is submitted, use:

Labor Operation	Description	Labor Time
2086498*	Engineering Information - (EI Lite) Intermittent and/or Inoperable Rear Camera, Blue or Black Screen May Be Present with Error Message	0.3
*This is a unique Labor Operation for bulletin use only.		

<b>Version</b>	2
<b>Modified</b>	Released June 17, 2022 Released June 24, 2022 – Revised #3.