



Service Bulletin

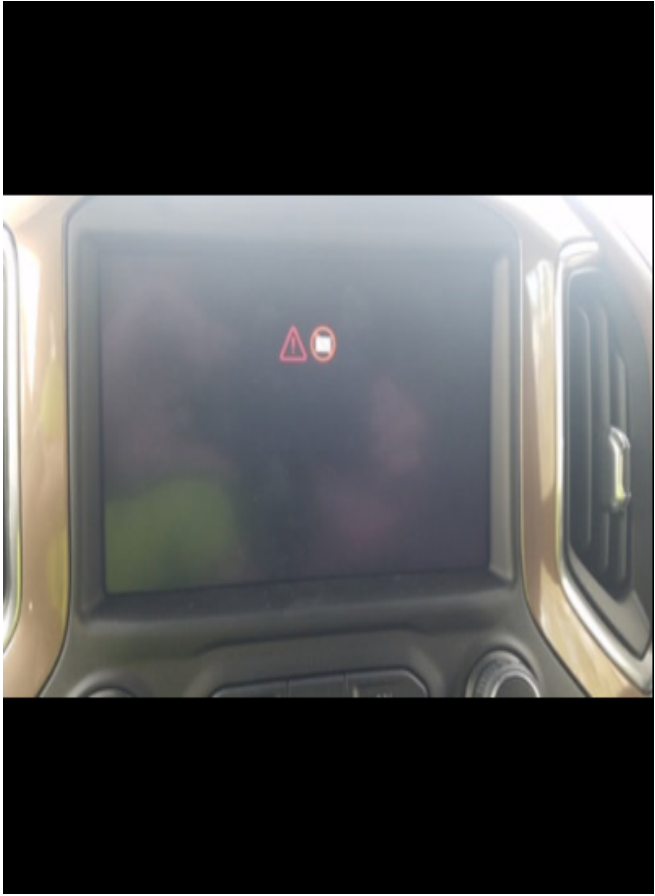
Bulletin No.: 20-NA-105

Date: June, 2020

TECHNICAL

Subject: 360 Camera Views go Blank with Tailgate Removed

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|-----------------------------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Chevrolet | Silverado 2500HD/ 3500HD | 2020 | 2020 | | | All | All |
| GMC | Sierra 2500HD/ 3500HD | 2020 | 2020 | | | | |

| | |
|-----------------------------------|---|
| Involved Region or Country | United States, Canada, Mexico |
| Additional Options (RPOs) | Equipped with RPO UVS |
| Condition | <p>Some customers may comment that the 360° camera option (RPO UVS) will lose all camera views when the tailgate is removed.</p> <div style="text-align: center;">  </div> <p style="text-align: right; font-size: small;">5608080</p> |
| Cause | This is commonly done by customers who use slide in campers or a low clearance tailgate when pulling fifth wheel trailers The cause of the condition may be that the camera system alerts the customer to a rear camera issue by disabling all camera views if the rear camera is disabled. |

| | |
|-------------------|---|
| Correction | Important: This repair is a costumer pay alteration. All work and payment, authorization must come from the customer. For customers who remove the rear tailgate for use with a slide in camper or for clearance for a 5th wheel trailer, a jumper can be installed that will provide usage of the side and front camera. The rear camera view will be blacked out. The following steps must be performed to re-enable the remaining camera views without the tailgate/camera being presently installed. |
|-------------------|---|

Service Procedure

Dealers can order a tailgate harness (P/N 84679989) and camera (P/N 84676845) that plug into the vehicle harness. This will provide the rear camera input that the system needs to activate the front and side cameras

The camera on the jumper harness will need to have the lens blocked by black paint and electrical tape so the view will not provide a false image to the driver (see pictures).



The harness will need to be plugged into the vehicle harness, bundled and stowed under the bed with zip ties and electrical tape (see picture).

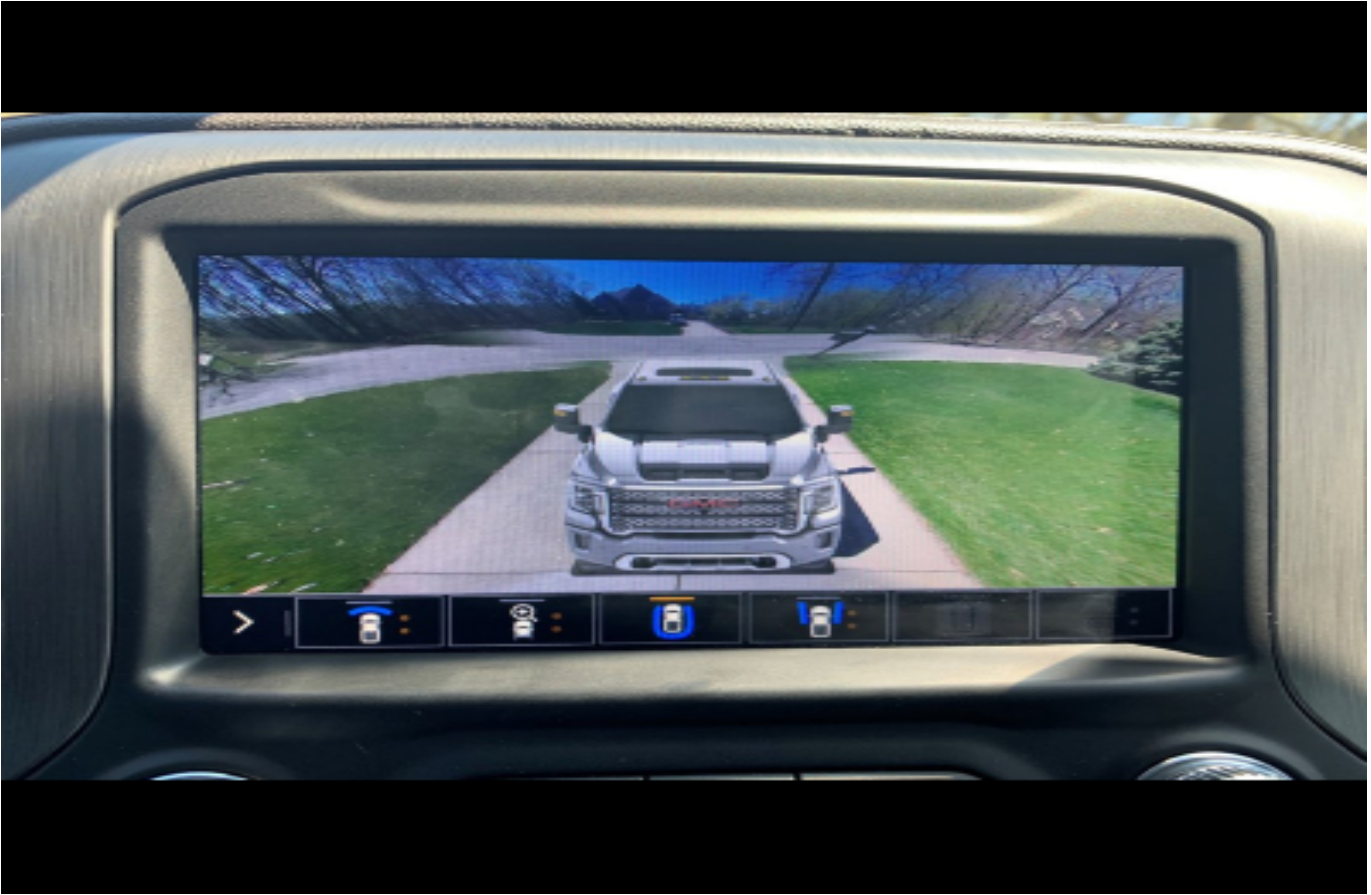


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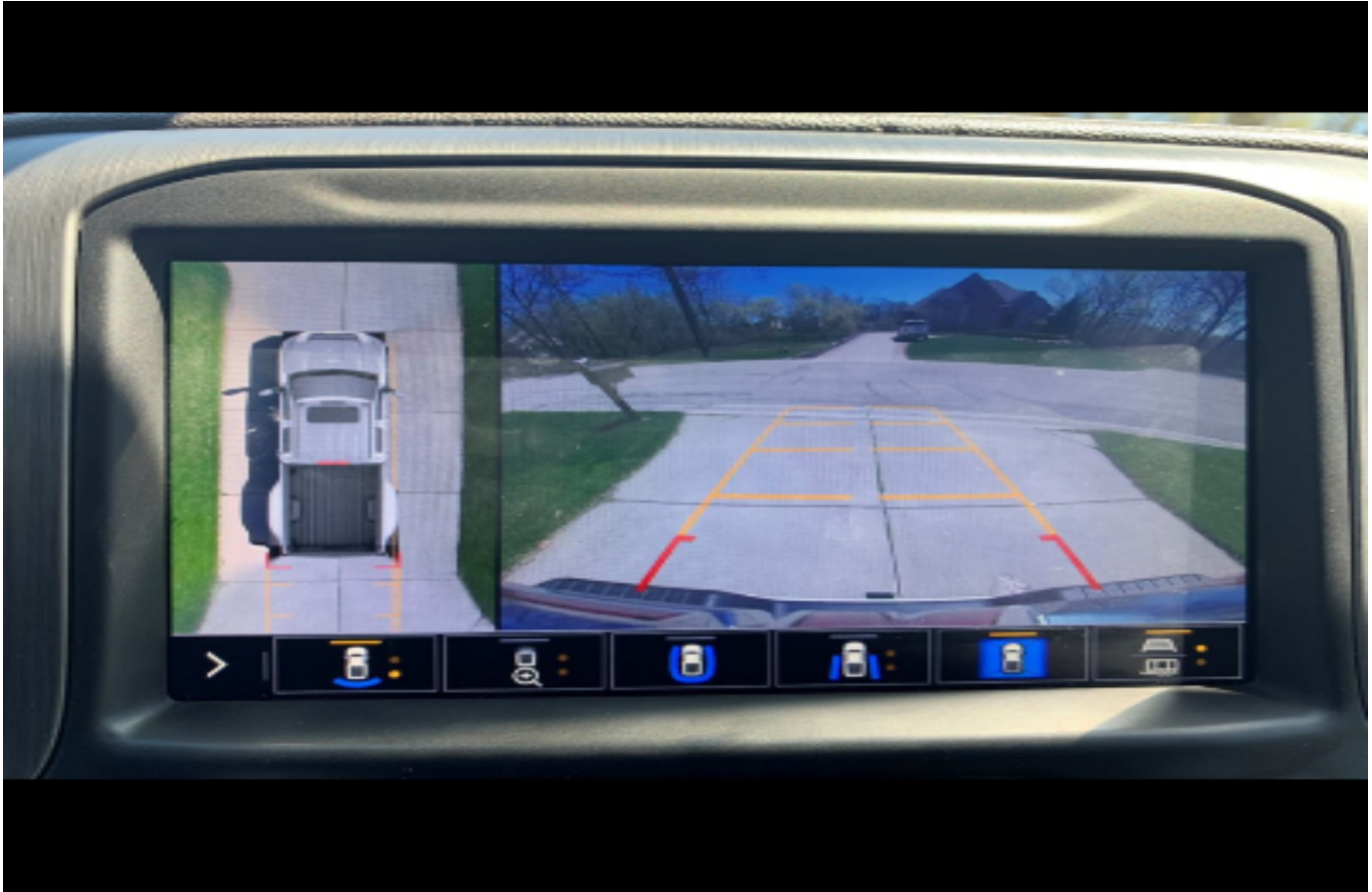
Note: When the jumper is installed the customer will not have the gridlines when in reverse and may notice an hourglass on the top corner of the screen.

Below are examples of camera views with the tailgate equipped normally and tailgate removed with camera covered.

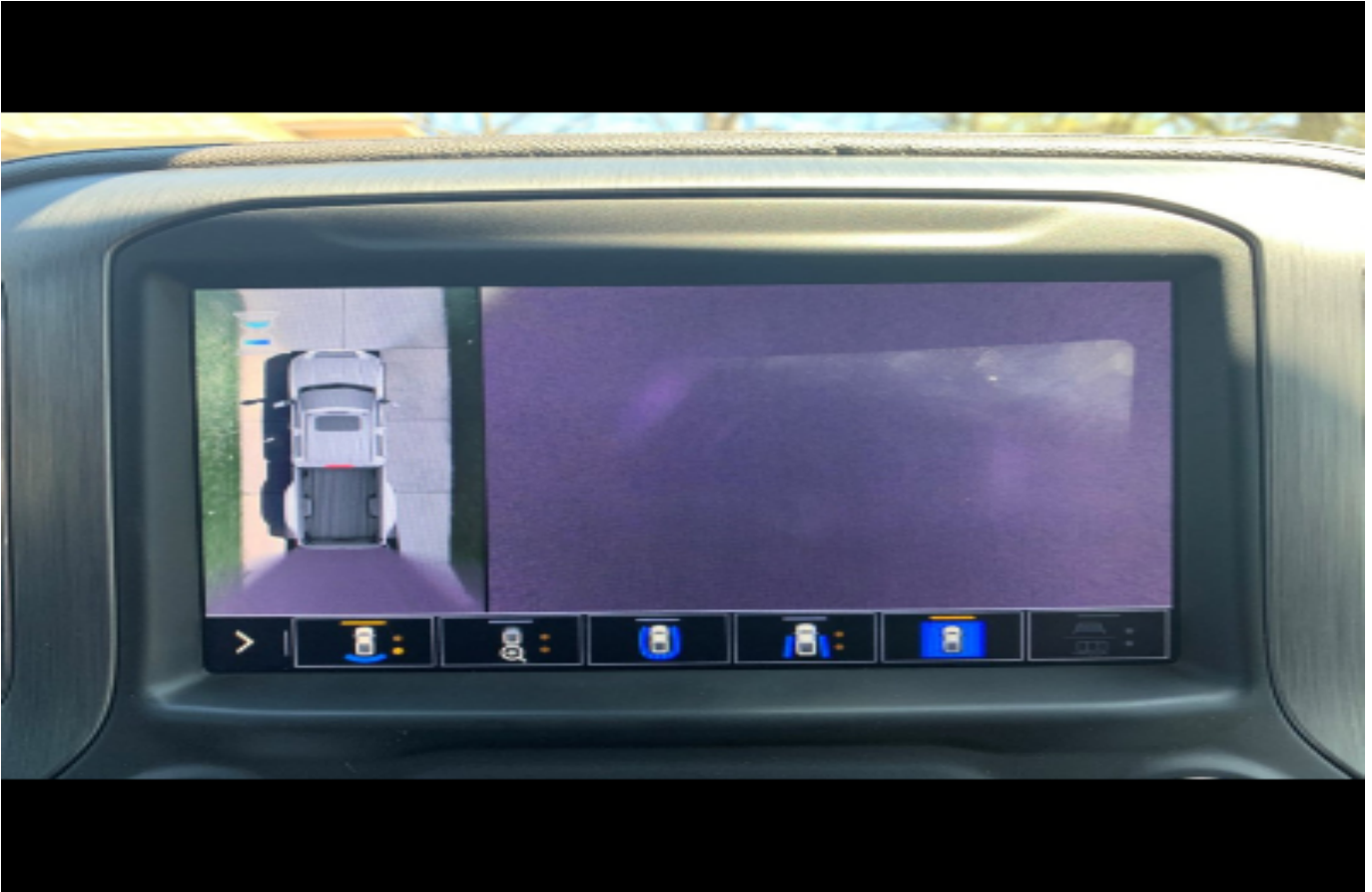
Frontend view, Tailgate equipped



Frontend view, Tailgate removed

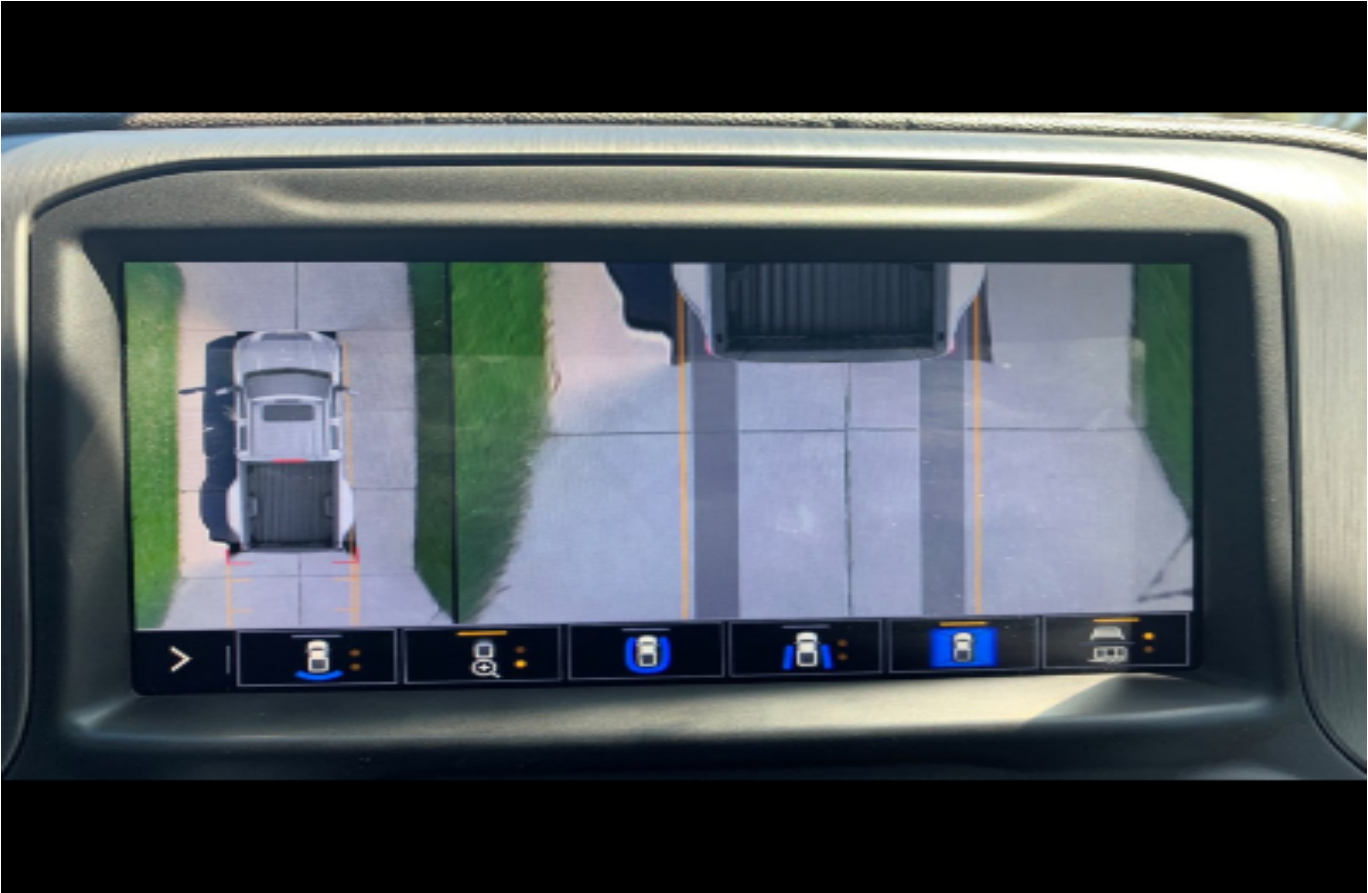


Tailgate backup camera, Tailgate equipped



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Tailgate backup camera, Tailgate removed



Tailgate overhead camera, Tailgate removed



Tailgate overhead camera, Tailgate removed



Trailer hitch camera, Tailgate equipped



Trailer hitch camera, Tailgate removed



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When the tailgate is reinstalled, the tailgate harness must be reinstalled and the jumper must be removed to provide 360 camera views.

Parts Information

| Causal Part | Description | Part Number | Qty |
|-------------|------------------------------|-------------|-----|
| X | HARNESS ASM-E/ GATE WRG | 84679989 | 1 |
| X | CAMERA ASM-RR VIEW DRVR INFO | 84676845 | 1 |

| | |
|----------|------------------------|
| Version | 1 |
| Modified | Released June 17, 2020 |

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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