



Preliminary Information

PIT5970 Zoomed In - Pointed Downward Rear-View Camera

Proactive

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado	2020 - 2021	All	All	All	All
Chevrolet	Silverado 1500 LTD (RPO J21 VIN Digit 12 = 4 or less)	2022	All	All	All	All
Chevrolet	Silverado 2500-3500HD	2022	All	All	All	All
GMC	Sierra	2020 - 2021	All	All	All	All
GMC	Sierra 1500 Limited (RPO J21 VIN Digit 12 = 4 or less)	2022	All	All	All	All
GMC	Sierra 2500-3500HD	2022	All	All	All	All

Involved Region or Country	United States, Canada, Mexico, Middle East, Israel, Palestine, Australia/New Zealand
Additional Options (RPO)	IOT with UVS
Condition	<p>Some customers may comment that their camera view appears to be pointing downwards or have a zoomed in appearance.</p> 
Cause	This condition may be caused by a software anomaly.

Correction:

Engineering is working on identifying the cause and is working on a remedy for this condition.

Do not replace any parts for this concern.

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern.

Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

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
3487748	Verify Rear View Camera is zoomed in	0.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	1
Modified	1/23/2023 - Created.



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