



# Preliminary Information

## PIT5970B 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: Some customers may comment that their camera view appears to be pointing downwards or have a zoomed in appearance.



Cause	When the customer travels long distances with a heavy object attached to traling attachment point on vehicle (i.e Heavy Trailers, Boats, any vehicle accessories etc) will create this phenomenon.
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**Correction:**

1. Verify the “Zoomed In — Pointed Downward Rear-View Camera” condition is visible on display, please follow the next steps.
2. Confirm that there is no physical damage associated to rear camera/rear tailgate area.
3. Remove any trailers/accessories from vehicle.
4. Once vehicle is at a free-state without any traling attachments, technician shall drive vehicle under 10 MPH in a straight line until VPM rear camera re-alignment.
5. VPM will re-align rear camera respectively. Perform 2 Key Cycles and place vehicle in reverse to confirm camera viewport is in nominal condition.

**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	Repair Rear View Camera is zoomed in	0.3 Hr.
*This is a unique Labor Operation for Bulletin use only.		

**Version History**

Version	3
Modified	01/23/2023 - Created on. 04/19/2023 - Updated Labor Op Time, Cause and Correction for vehicle

repair.  
04/20/2023 - Updated Labor Op description.



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