



Service Bulletin

Bulletin No.: PIT6387

Date: May, 2025

PRELIMINARY INFORMATION

Subject: No Rear View Camera And Camera Application Inoperative

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|----------|-------------|----|------|-----|---------|---------------|
| | | from | to | from | to | | |
| Chevrolet | Colorado | 2024 - 2025 | | All | All | All | All |
| GMC | Canyon | 2024 - 2025 | | All | All | All | All |

| | |
|-----------------------------------|--|
| Involved Region or Country | United States, Canada, Mexico, Middle East, Israel, S. Korea |
| Additional Options (RPO) | IVD and UV2 |
| Condition | Some customers may comment that when shifting into reverse that the display will not change to the camera view. Some may also comment that the camera app will not launch as well. |
| Cause | This can be a software anomaly |

Correction

Please do not replace the radio, video processing module, or any camera for this condition.

Engineering is currently investigating.

In the meantime please advise customer they may continue to drive the vehicle.

As a work around, please remove the radio fuse for 10 minutes, reinstall the fuse, and verify the rear camera returns and the camera app is functional.

The PI will be updated or replaced with TSB once a determination has been made.

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 |
|--|---|------------|
| *3481078 | Verify rear camera does not come on in reverse and the camera app is inoperative and to remove and replace radio fuse | 0.3 Hr. |
| *This is a unique Labor Operation for Bulletin use only. | | |

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| Version | 1 |
| Modified | 05/20/2025 – Created on. |

