



# Service Bulletin

Bulletin No.: 23-NA-169

Date: March, 2024

## TECHNICAL

**Subject: Rearview Driver Information Camera Intermittent in Low Light Conditions - Replace Camera**

**This Service Bulletin replaces PIT5991. Please discard PIT5991.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
BrightDrop	600 eLCV	2023	2024	—	—	—	—
Buick	Envista	2024	2024	—	—		
Chevrolet	Colorado	2023	2024	—	—		
	Malibu	2023	2024				
	Silverado 1500 LTD (RPO J21, VIN Digit 5 = W / Y)	2022	2022				
	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)						
	Silverado 1500	2023	2024				
Silverado 2500HD/3500HD	2022	2024					
GMC	Canyon	2023	2024	—	—		
	Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9)	2022	2022				
	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)						
	Sierra 1500	2023	2024				
	Sierra 2500HD/3500HD	2022	2024				

<b>Involved Region or Country</b>	North America, Bolivia, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Europe, Middle East, Israel, Cadillac Korea (South Korea), Thailand, Other Africa
<b>Additional Options (RPOs)</b>	RPOs IOS, IOU, IOT, and IOK equipped with RPO UVB
<b>Condition</b>	Some customers may comment that when attempting to reverse, the system displays a black screen with an error code while the vehicle is transitioning from light to dark conditions. The infotainment system resets the camera within 1-2 seconds and the rearview image is again displayed.
<b>Cause</b>	The cause of the condition may be an integrated software anomaly associated with the Rearview Driver Information Camera.
<b>Correction</b>	Replace the Rearview Driver Information Camera with a new part number that includes updated firmware. <b>Note:</b> If the vehicle already has the updated Rearview Driver Information Camera, continue with Rearview Driver Information Camera diagnostics in SI.

## Service Procedure

**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.

**Important:** This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

If you encounter a vehicle with the above concern and the Rearview Driver Information Camera is labeled with the old part number, replace the Rearview Driver Information Camera. Refer to the Parts Information table and *Rearview Driver Information Camera Replacement* in the Service Manual in SI.

Please note the new part numbers in the table below are the latest at the time of bulletin publishing, but will not be updated with future part supersessions.

## Parts Information

Causal Part	Description	Old Part Number	New Part Number	Qty
X	Buick Envista Rearview Driver Information Camera	84542835	86554978	1
X	Chevrolet Malibu Rearview Driver Information Camera	84543080	42861580	1
X	All other vehicles Rearview Driver Information Camera	85538326	86518927	1

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3450060	Rearview Driver Information Camera Replacement	Use Published Labor Operation Time

Version	2
Modified	Released November 17, 2023 Revised February 26, 2024 – Removed Australia/New Zealand from Involved Region or Country section.

