



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Rear Vision Camera Guideline Feature Not Working
Expires with Base Warranty

MODELS: 2012-2013 Chevrolet Silverado HD 3500
2012-2013 GMC Sierra HD 3500
Single Rear Wheel Drive Vehicles Equipped with Navigation Radio

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to reprogram the radio module on **certain** 2012-2013 model year Chevrolet Silverado and GMC Sierra HD 3500 single rear wheel drive vehicles that are equipped with a navigation radio. The guideline overlay, which assists the driver when backing into a parking spot, does not display when the Rear Vision Camera (RVC) system is used.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

No parts are required for this service update.

SERVICE PROCEDURE

Do not attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. When using a MDI for reprogramming, ensure that it is updated with the latest software version. Use **TIS2WEB on or after 10/26/12** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

For step-by-step programming instructions, please refer to SI and the Techline Information System (TIS) terminal.

1. Verify that there is a battery charge of 12 to 15 volts. The battery must be able to maintain a charge during programming. Only use an approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent to maintain proper battery voltage during programming.
2. Reprogram the radio. Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.
 - 2.1 Connect the MDI to the vehicle.
 - 2.2 Select J2534 MDI and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.

Note: Determine the module part number as read by either GDS or Tech 2.

- 2.3 Select *RAD Radio* from the Supported Controllers screen.
 - 2.4 Follow the on-screen instructions.
3. Clear all diagnostic trouble codes (DTCs).

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

| Labor Code | Description | Labor Time |
|------------|------------------------|------------|
| V2692 | Reprogram Radio Module | 0.4 |

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



G_149469

GM CUSTOMER CARE AND AFTERSALES
DCS2838
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 26, 2012

Subject: 12252 – Service Update Bulletin
Rear Vision Camera Guidelines Feature Not Working

Models: 2012-13 Chevrolet Silverado HD 3500 and GMC Sierra HD 3500
Single Rear Wheel Drive Vehicles Equipped with Navigation Radio

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

General Motors is announcing Service Update Bulletin 12252 today. The total number of U.S. vehicles involved is approximately 800. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated October 27, 2012. A list of involved vehicles in dealer inventory is attached to this message.

Service Update Bulletin (SUB) Information Link

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES