



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Incorrect Operating System Software for Front Camera Module
Expires with Base Warranty

MODELS: 2015 Cadillac ATS, CTS, XTS
Equipped with Front Camera Module Enhanced Safety System

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 Front View Camera Module (FCM) on **certain** 2015 model year Cadillac ATS, CTS and XTS vehicles equipped with Front Camera Module Enhanced Safety System. Vehicles requiring the US Operating System (OS) Software were programmed with the OS for China. Diagnostic Event Memory is stored incorrectly. This has no impact on the vehicle performance. There will be no indication to the owner.

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 repair.

SERVICE PROCEDURE

1. Reprogram the Front View Camera Module (FCM). Refer to *Front View Camera Module Programming and Setup* in SI.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9101227	Front View Camera Reprogramming with SPS	0.3

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.



GM CUSTOMER CARE AND AFTERSALES
DCS3510
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 22, 2015

Subject: 14754 – Service Update Bulletin
Incorrect Operating System Software for Front Camera Module

Models: 2015 Cadillac ATS, CTS, XTS

To: All Cadillac Dealers

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

General Motors is releasing Service Update Bulletin 14754 today. The total number of U.S. vehicles involved is approximately 12. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated January 23, 2015. A list of involved vehicles in dealer inventory is attached to this message.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES