

Service Update

17065 Rear View Camera System Calibration



Reference Number: N162081230

Release Date: February 2017

Revision: 00

Attention: 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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado HD	2017	2017	IOB	Radio-Infotainment System Midlevel HMI & Connectivity
GMC	Sierra HD			ZW9	Body Equipment-Base Body or Chassis

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	When certain vehicles, equipped with base body or chassis (RPO ZW9) and without rear vision camera ready (RPO 5F9) are shifted into reverse, the installed calibration is looking for a camera input that was not part of the requested truck build and "Service Rear Camera" error message is displayed.
Correction	Reprogram the radio with the correct calibration.

Parts

No parts are required.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103008	Radio Reprogramming with SPS	0.3	ZFAT	N/A

Service Procedure

Note: Carefully read and follow the instructions below.

- 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. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Refer to *Radio Programming and Setup (IOB)* for additional information on programming.

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Note: This is an SPS programming event only. No USB file transfer is required for this field action.

1. Access the Service Programming System (SPS) and follow the on-screen instructions.
2. On the SPS Supported Controllers screen, select A11 Radio – Programming, and follow the on-screen instructions. Refer to *Radio Programming and Setup (IOB)* for additional information.
3. At the end of programming, choose the “Clear DTCs” function on the SPS screen.

Dealer 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.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4353
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 21, 2017

Subject: 17065 - Service Update
Rear View Camera System Calibration

Models: 2017 Chevrolet Silverado HD
2017 GMC Sierra HD
Equipped with Midlevel HMI & Midlevel Connectivity Radio (IOB) and
Body Equipment-Base Body or Chassis (ZW9)

To: All General Motors Dealers

General Motors is releasing Service Update 17065 today. The total number of U.S. vehicles involved is approximately 128. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated February 22, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

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