

Service Update

17487 Front Camera Module Built With Incorrect 2D and 3D Calibrations Affecting Lane Keep Assist



Reference Number: N172136950

Release Date: December 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	Tahoe	2018	2018		

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	Calibration files for the front camera module are incorrect and may cause weak, jumpy, or sporadic steering torque to be applied for Lane Keep Assist (LKA). The driver can still override the LKA by counter steering or turn off LKA.
Correction	Reprogram the front camera module.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102947*	Frontview Camera Module Reprogramming with SPS	0.5	ZFAT	N/A

*To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered when submitting this transaction.

Service Procedure

Note: Carefully read and follow the instructions below.

- 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.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
- If the Same Calibration/Software Warning is noted on the SPS Controller screen, continue with the programming event using SPS to ensure a Warranty Claim Code is displayed on screen.

Note: If the Same Calibration/Software Warning is noted on the SPS Controller screen, continue with the programming event using SPS to ensure a Warranty Claim Code is displayed on screen. Technicians MUST record the Warranty Claim Code (1) on the Job Card. To avoid warranty transaction rejection, this information must be entered when submitting the transaction.

1. Reprogram the Frontview Camera Module. Refer to *K109 Frontview Camera Module: Programming and Setup* in SI.
2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Service Update

17487 Front Camera Module Built With Incorrect 2D and 3D Calibrations Affecting Lane Keep Assist



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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4642
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 22, 2017

Subject: 17487 - Service Update
Front Camera Module Built With Incorrect 2D and 3D Calibrations
Affecting Lane Keep Assist

Models: 2018 Chevrolet Tahoe

To: All General Motors Dealers

General Motors is releasing Service Update 17487 today. The total number of U.S. vehicles involved is 750. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated December 23, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS