

# Service Update

## 39570 Front Camera Freezes



Reference Number: N162039570

Release Date: January 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 | Cruze | 2016       | 2016 |     |             |
| Chevrolet | Spark | 2016       | 2016 |     |             |
| Chevrolet | Volt  | 2016       | 2017 |     |             |

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.

|                   |   |
|-------------------|---|
| <b>Condition</b>  | The image processor within the front camera module (FCM) may reset and be offline for 25-35 seconds. During this period, features reliant upon the camera information will respond to the last known data for 25-35 sec. This may result in unwanted feature interventions during the condition, including lane keeping assist, a continuously issued warning or braking request. All system overrides continue to function per design. |
| <b>Correction</b> | Reprogram front camera module (FCM).  |

### Parts

No parts are required for this repair.

### Warranty Information

| Labor Operation | Description                              | Labor Time | Trans. Type | Net Item |
|-----------------|--|------------|-------------|----------|
| 9102665         | Front View Camera 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.
- 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.
- Prior to programming, record the engine oil life percentage remaining.

## Service Update

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1. Reprogram the front view camera module. Refer to *Front View Camera Module Programming and Setup* in SI.

#### 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/repared 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  
DCS4313  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 17, 2017

Subject: 39570 - Service Update  
Front Camera Freezes

Models: 2016 Chevrolet Cruze  
2016 Chevrolet Spark  
2016-2017 Chevrolet Volt

To: All General Motors Dealers

General Motors is releasing Service Update 39570 today. The total number of U.S. vehicles involved is approximately 10,308. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated January 18, 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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