

GM · POWERTRAIN

P1624

OBD-II DIAGNOSTIC TROUBLE CODE (DTC)

P1624 · GM

Customer Snapshot Data Available

P1624 on GM vehicles indicates that the powertrain control module (PCM) has stored a customer snapshot, which is a freeze-frame record of engine and transmission data captured when a specific event or fault was detected. The code itself is informational and confirms that snapshot data is available for retrieval, not that a new fault has occurred.

SYSTEM	CODE TYPE	SEVERITY	FIX DIFFICULTY	AREA
Powertrain	GM specific	Low	Intermediate	Computer and output circuits

Symptoms you may notice

- Illumination of the malfunction indicator lamp (MIL) on the instrument cluster.
- Often no symptoms besides the warning light, as the code is informational.
- Possible intermittent driveability issues if the snapshot was triggered by an underlying fault.
- Rough running or poor shift quality if the snapshot relates to a transmission or engine event.
- No noticeable change in vehicle performance in many cases.
- Other diagnostic trouble codes (DTCs) may be present that explain the snapshot trigger.

Common causes, most likely first

- 1 A related fault code triggered the PCM to record a customer snapshot, such as an engine misfire or transmission slip.
- 2 The customer snapshot was intentionally initiated by a technician using a scan tool during a diagnostic session.
- 3 A temporary sensor glitch or intermittent electrical fault caused the PCM to capture data.
- 4 Low battery voltage or a poor connection momentarily disrupted PCM operation, prompting a snapshot.
- 5 Software anomaly in the PCM that falsely sets P1624 without a real event.
- 6 Aftermarket tuning or programming changes that altered snapshot parameters.



How to diagnose and fix it

- 1 Connect a scan tool and retrieve all stored codes, including P1624, to identify any accompanying faults.
- 2 Access the customer snapshot data in the PCM to review the conditions present when it was captured.
- 3 Inspect and test the circuits and sensors related to any other codes found, starting with the most likely culprit.
- 4 Clear the codes and road test the vehicle to see if P1624 returns alone or with other codes.
- 5 If P1624 returns without other codes, verify battery and charging system integrity and check for poor grounds.
- 6 Consult GM service information for the specific vehicle to determine if a PCM reprogramming or replacement is warranted.
- 7 If the snapshot was intentionally stored during prior diagnostics, simply clear the code after confirming no other faults exist.

What the snapshot data really tells you

- P1624 is often misdiagnosed as a standalone fault when it is actually a flag indicating that freeze-frame data was captured due to another issue.
The snapshot can be triggered by a technician during diagnostics, so the code may appear after a repair and not indicate a new problem.
- Always check for other stored codes first; P1624 rarely appears alone when a real fault exists.
- A weak battery or poor ground can cause the PCM to set P1624 intermittently without any driveability complaint.
- Some aftermarket tuners or programmers can inadvertently set P1624 by altering snapshot parameters.

Can I keep driving with P1624?

You can generally continue driving safely because P1624 is an informational code, but pay attention to any other warning lights or performance changes. Avoid ignoring accompanying codes that may indicate a serious fault.

Tools that help

- OBD-II scan tool with GM-specific software
- Digital multimeter
- Battery load tester
- Vehicle service manual or online diagnostic resource



Reading P1624

- P** Powertrain: engine, transmission and emissions.
- 1** Manufacturer-specific code (GM): its meaning depends on the make.
- 6** Computer and output circuits.
- 24** The exact fault within that area.

Often seen with

P0171 System Too Lean (Bank 1) · **P0300** Random/Multiple Cylinder Misfire Detected · **P0420** Catalyst System Efficiency Below Threshold (Bank 1) · **P0562** System Voltage Low · **P0700** Transmission Control System Malfunction

See it working

Watch the animated explainer [Inline-Four Engine X-Ray: Firing Order 1-3-4-2](#) on Auto Veteran to see the parts involved moving.

Full guide, related articles and animations: <https://www.autoveteran.tech/dtc-codes/gm-p1624/>

