



Service Bulletin

PRELIMINARY INFORMATION

Subject: Service Front Camera Message With Possible DTC B101D SYM39 Found During The PDI

Models: 2013 Buick Encore
with Lane Departure System (RPO UFL)

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

During a PDI the dealer may find the "Service Front Camera" Message displayed in the drivers information center. Upon further diagnosis, DTC B101D SYM39 may be found in the Front Camera Module.

This condition is a result of the vehicle being placed in Transport mode. Vehicles with a Lane Departure System (RPO UFL) should have had the Transportation Mode shut off before reaching the dealership.

Recommendation/Instructions

Important: Do NOT Replace any parts for this concern.

If the Transport Mode was not turned off or if the Dealer Technician accidentally reactivated the Transport Mode During the PDI out of habit from turning it off or all other PDI Vehicles, perform the following steps:

1. Turn the vehicle to Transportation Mode "Off" by performing the following:
 - Key in ignition, off position
 - Turn on 4 way flashers
 - Press the brake pedal and hold
 - Start the engine and hold key in crank position for 10 -15 seconds
 - "Transportation Mode Off" will appear in the Driver information Center (DIC)
2. Push Lane departure warning button (located in the center of the IP below the HVAC controls) so the LED is on.
3. Push Lane departure warning button so the LED is off.
4. Verify there is not a "Service Front Camera" message in the DIC.
5. Clear all DTCs and evaluate.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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