



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Service Front Camera / Service Lane Departure Warning / Service Lane Keep Assist Message with DTC B1008 SYM4B

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2015	2017	All	All	All	All
Chevrolet	Silverado, Suburban, Tahoe	2015	2017	All	All	All	All
Chevrolet	Silverado 1500	2014	2014	All	All	All	All
GMC	Sierra, Yukon Models	2015	2017	All	All	All	All
GMC	Sierra 1500	2014	2014	All	All	All	All

<b>Involved Region or Country</b>	North America and N.A. Export Regions
<b>Additional RPO/s:</b>	With any of the following RPO's: RPO UHX - Lane Keep Assist RPO UEU - Forward Collision Alert RPO UFL - Lane Warning Departure
<b>Condition</b>	While performing the "Front View Camera Module Calibration" the camera learn may not complete and DTC B1008 Sym 4B will set. <b>Note:</b> This is not a TIS2WEB SPS programming event, rather the calibration is a camera learn procedure done using GDS2.
<b>Cause</b>	This is caused when the front view camera module has determined that it is not properly mounted and/or there is a blockage of it's view.

### Correction

Perform the following checks:

- Verify the front view camera module is secured properly in it's bracket, and that the bracket is secured to the windshield.
- The front view camera module must have a clear field of vision to the road ahead. Check for anything that may impair the front view camera module's ability to clearly see the area in front of the vehicle, such as:
  - Bug deflectors
  - Tinted windshield glass
  - Banners across the top of the windshield
  - Windshield blocked with mud, dirt, snow, ice, or slush
  - Damaged windshield
- Weather can limit visibility, such as while driving in fog, rain, or snowy conditions

If, after performing the checks listed above and the root cause of the camera not completing the calibration/learn is not found, inspect for an aftermarket windshield being installed in the vehicle. To determine whether or not the windshield is an aftermarket or factory windshield, inspect for the "GM" Logo in the lower right corner of windshield, as shown below (2). If the "GM" Logo is not present, then the windshield is aftermarket.



It has been found that some aftermarket windshields do not properly mount/position the front view camera. Shown below are some images, taken with engineering tools (see note below), of what the front view camera is actually seeing. The first image is taken from a truck with an aftermarket windshield. As shown below, the camera is seeing part of the hood (1). Because of this, the camera is not seeing movement in the area of the hood and can not complete the learn. The second image below is from a truck with a factory windshield and there is no hood seen by the front view camera.

**Note:** The images shown below can only be seen using engineering tools and there is NO way for the dealership's service tools (GDS2) to see the front view camera images.



<b>Version</b>	1
<b>Modified</b>	

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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