



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-389

Date: December, 2017

TECHNICAL

Subject: Intermittent Service Front Camera Message with History DTCs U023A and/or U026A, Lane Departure Warning/Lane Keep Assist/Forward Collision Alert/Intellibeam is Inoperative, Vehicle Battery Stand Time Reduced to Below 30 Days

This Bulletin replaces PIT5482B and Bulletin 16-NA-388. Please discard PIT5482B and 16-NA-388.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT6	2017	2017	SOP	Aug. 18, 2016		
	Escalade Models (Except UGN)	2016	2017	SOP	Aug. 23, 2016		
	XT5	2017	2017	SOP	Aug. 1, 2016		
Chevrolet	Malibu	2016	2017	SOP	Sept. 7, 2016		
	Silverado 1500	2016	2017	SOP	Aug. 25, 2016		
	Suburban	2016	2017	SOP	Aug. 23, 2016		
	Tahoe	2016	2017	SOP	Aug. 23, 2016		
GMC	Acadia (VIN N)	2017	2017	SOP	Aug. 1, 2016		
	Sierra 1500	2016	2017	SOP	Aug. 25, 2016		
	Yukon Models	2016	2017	SOP	Aug. 23, 2016		

Involved Region or Country	North America and N.A. Export Regions
Important: Do Not replace the Front View Camera Module for these conditions.	
Condition 1	Some customers may comment on an intermittent Service Front Camera message on the Driver Information Center (DIC). The technician may find one or more of the following DTCs set as history in the BCM and/or BCM: <ul style="list-style-type: none"> • U023A • U026A
Condition 2	Some customers may comment on the Service Front Camera message displayed on the DIC and one or more of the following functions being inoperative: <ul style="list-style-type: none"> • Forward Collision Alert/Following Distance Indicator • Lane departure warning • Lane keep assist • Intellibeam
Condition 3	Some customers may also comment on the following conditions: <ul style="list-style-type: none"> • Weak or dead 12V battery after sitting for 10 or more days. • Low Battery Light on. • Battery Low Start Vehicle message displayed on the Driver Information Center (DIC). Some technicians may observe the Forward Camera Module is warmer than expected.
There were two or more software release levels for the Front View Camera Module (FVCM) used in the subject models.	
Cause 1	The earlier FVCM software could cause history codes U023A and/or U026A to falsely set in the IPC and/or BCM. It is possible vehicles built with this software were previously updated to the second-level of software, resulting in the need to program these units again for Condition 2 or 3.
Cause 2 and 3	The later FVCM software on rare conditions could cause the FVCM to lockout during a power up or power down cycle preventing functionality. The lockout leaves the module powered on which could result in loss of functionality and could result in a vehicle battery stand time reduction to below 30 days. Like many modules, the FVCM will become warm during normal vehicle operation. A FVCM, in this lockout condition, will remain warm to the touch even after the ignition has been turned off for an extended period of time. This is typically a long enough period of time to expect it should have cooled down.
Correction	Refer to the Date Breakpoints above and ONLY reprogram vehicles built BEFORE the stated BUILD DATES. In all cases with the above symptoms check to see if updated software is available for the Forward View Camera Module (K109), and update with the latest software in TIS2WEB. Note: If there is no observed loss of functionality, other causes of reduced battery stand time should be investigated using SI After reprogramming the FVCM with latest software. If the vehicle's battery was low, additional battery charging/testing may be required.

Service Procedure

Important: Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. 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.

Refer to *Front View Camera Module Programming and Setup* in SI.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810835	Front View Camera Reprogramming with SPS	Use Published Labor Operation Time
Note: Labor operation 4041512 Battery Charge and Test should not be applied to this repair if the camera ran the battery down. Submit the battery charge and test as Other Labor Hours (OLH).		

Version	4
Modified	March 22, 2017 - Updated the Condition/Cause section and Warranty Information. May 31, 2017 - Updated the Condition, Cause and Correction sections. November 27, 2017 - Removed the LaCrosse model, updated the supersede statement and updated the Condition, Cause and Correction sections.

Additional Keywords: PIT5482, PIT5482A

