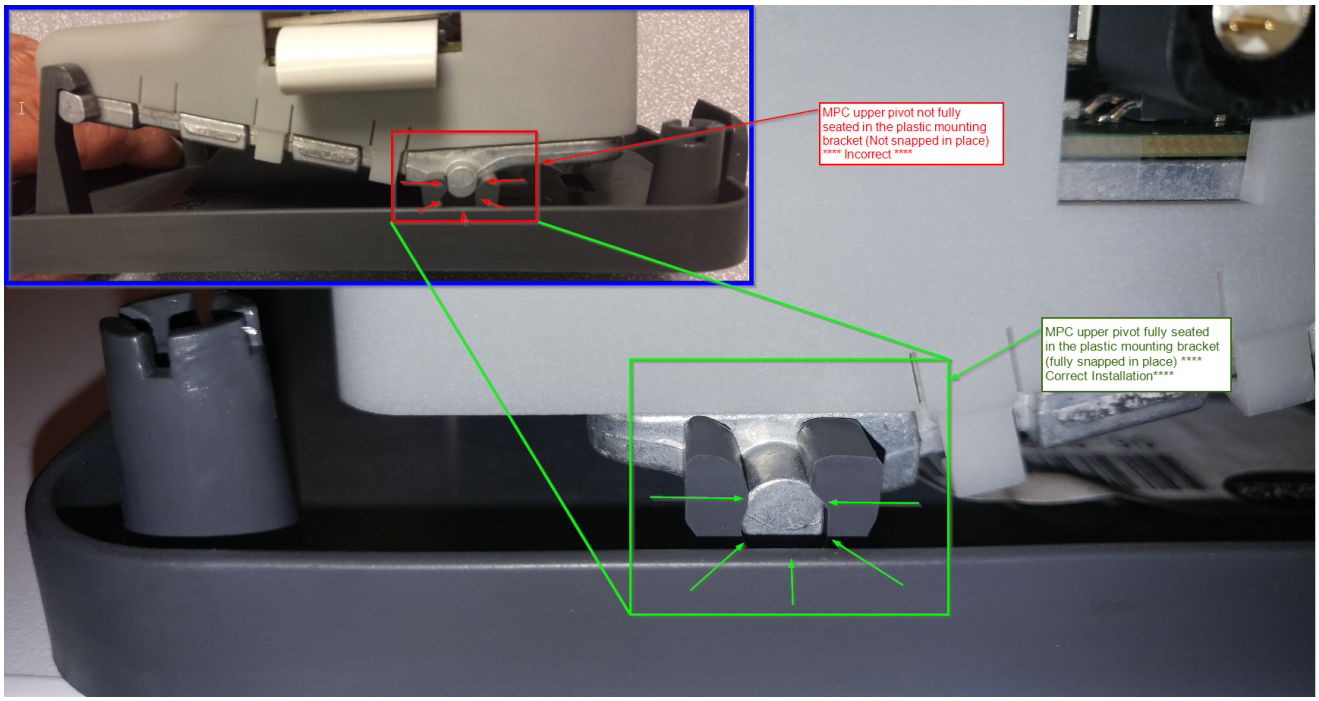
SS 1033850 New Cascadia Multi-Purpose Camera (MPC01T) Will Not Calibrate During Road Test

Applicable Vehicles:
This solution applies to all New Cascadia vehicles built with the MPC01T Multi-Purpose Camera.
Symptoms:
The Multi-Purpose Camera will static calibrate using the "MPC1 Camera Alignment -Service" panel in DiagnosticLink, but during the road test the camera does not finish the calibration. The camera also intermittently functions during the road test.
Issue:
If the MPC camera is not fully snapped into its plastic mounting bracket, vibration and the incorrect camera angle can then cause the camera not to properly calibrate.
Solution:
When running into issue where the MPC camera will not calibrate it is important to make sure the MPC is fully snapped into its mounting bracket that is attached to the front windshield. The below image show both the incorrect and correct mounting of the MPC upper pivot. The camera needs to be properly mounted, as well as the mounting of the bracket being properly installed to the windshield and the camera lens and windshield viewing area must be clean.


MPC upper pivot not fully seated in the plastic mounting bracket (Not snapped in place) **** Incorrect ****
MPC upper pivot fully seated in the plastic mounting bracket (fully snapped in place) **** Correct Installation****