



Service Bulletin

Bulletin No.: 16-NA-122

Date: January, 2020

TECHNICAL

Subject: Side Detection System Message Being Displayed on Driver Information Center (DIC) - DTC B101E-43 Set

This bulletin replaces 16-NA-191. Please discard 16-NA-191.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Camaro	2016	2016				
	Equinox	2016	2016				
	Impala (VIN 1)	2016	2016				
	Malibu (VIN Z)	2016	2016				
	Volt	2016	2017				
GMC	Terrain	2016	2016				

Involved Region or Country	North America, Middle East, Korea, Europe, Chile, Colombia, Peru
Additional Options (RPO)	Equipped with Rear Cross Traffic Alert (UFG) and Sensor Indicator Side Obstacle Detection Enhanced (UKC)
Condition	Some customers may comment on the following conditions: <ul style="list-style-type: none"> The Side Blind Zone Alert (SBZA) warning while driving. Service Side Detection System message displayed on DIC. The technician may find DTC B101E-43 set.
Cause	Software improvement not in vehicles that were built prior to MY 2017.

Correction

Important: Left and right sensors need to be sequenced together for programming.

Do not replace any parts for this condition. A software update must be done to the Side Object Sensor Module.

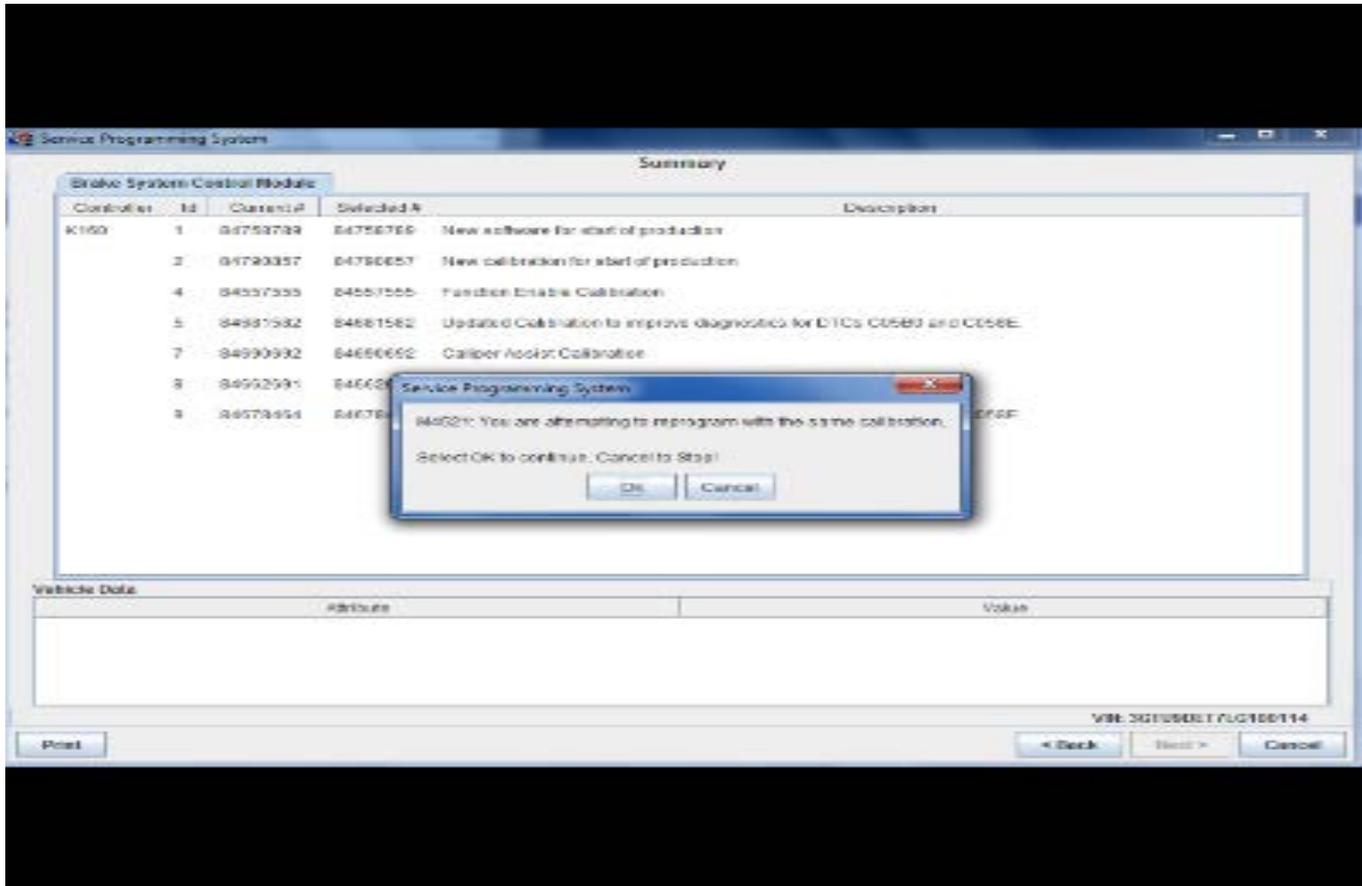
Service Procedure

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). **DO NOT DOWNLOAD** or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. **DO NOT** connect a battery charger.

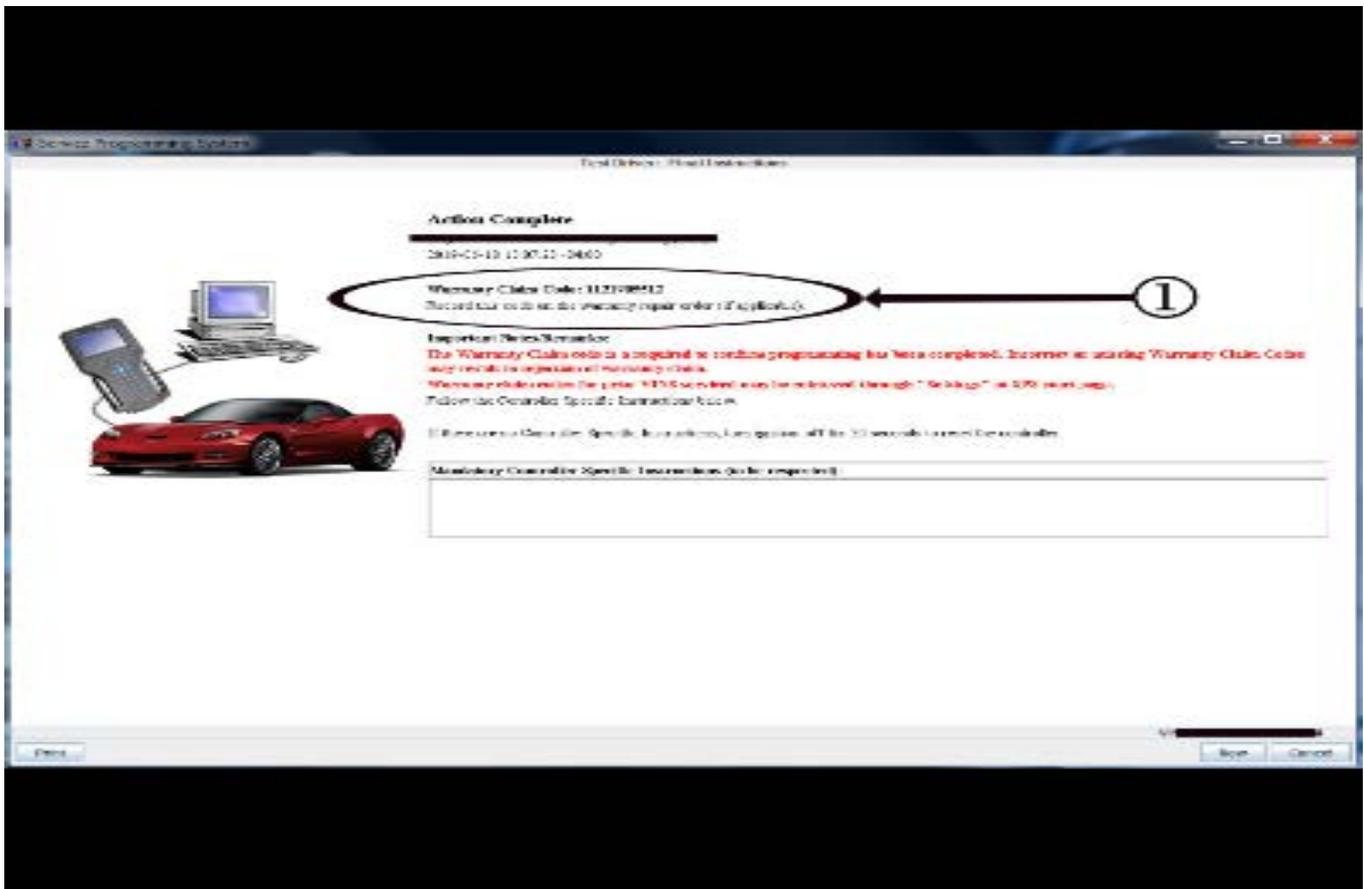
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



5431207

Important: If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Refer to *Side Object Sensor Reprogramming with SPS* in SI.



5431209

Important: To avoid warranty transaction rejections, you MUST record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810765	Side Object Sensor Reprogramming with SPS	Use Published Labor Operation Time

Important: To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	4
Modified	<p>November 07, 2016 – Updated the Subject, Model and RPO Option sections. Combined 16-NA-191 with this bulletin.</p> <p>November 05, 2019 – Added the 2016 Malibu to Models section, removed the VIN breakpoint dates and added reprogramming information to the Service Procedure and Warranty Information.</p> <p>January 23, 2020 - Clarified the Malibu Model and changed some Note statements to Important statements under Service Procedure and Warranty Information.</p>

