



Preliminary Information

PIT5622B Diagnostic Tip Side Object Detection System Unavailable Message at Startup

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade	2015 - 2020	All	All	All	All
Chevrolet	Suburban	2015 - 2020	All	All	All	All
Chevrolet	Tahoe	2015 - 2020	All	All	All	All
GMC	Yukon	2015 - 2020	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	Side Blind Zone Alert RPO UKC
Condition	Some customers may comment that every time the vehicle is started a "Side Detection System Unavailable" message is displayed on the DIC. There will be no DTC's set related to the side blind zone system. When the vehicle is driven, the Side Detection System may or may not function correctly. If a Side Detection module is replaced and/or reprogrammed the concern may go away for a week or so, depending on how much the vehicle is driven.
Cause	<p>This concern could be caused by either the left or right Side Detection Module not being properly positioned due to a mounting issue. The Side Detection Modules are mounted to a bracket, which is heat staked (1) to the rear fascia. Any issues with the module mounting, such as, module brackets which are misaligned to the fascia when heat staked, heat staking which has broken loose, broken mounting tabs/brackets or a damaged fascia, can cause this concern.</p> <p>While the vehicle is being driven, the Side Detection Modules are continuously monitoring for objects to make sure they are seeing objects in the correct areas. When there is a mounting issue with a Side Detection Module, the module will not see objects as it should. Over time (a day or week of driving) the Side Detection Module will learn that it is in the wrong position, which causes the "Side Detection System Unavailable" message at start up.</p>

Correction:

Note: If the rear bumper is covered with mud, dirt, snow, ice, or slush on the inside or outside, the system can be blocked and will need to be cleaned. Also, in heavy rainstorms, this can block the Side Detection Modules and temporarily disable the system, which is normal.

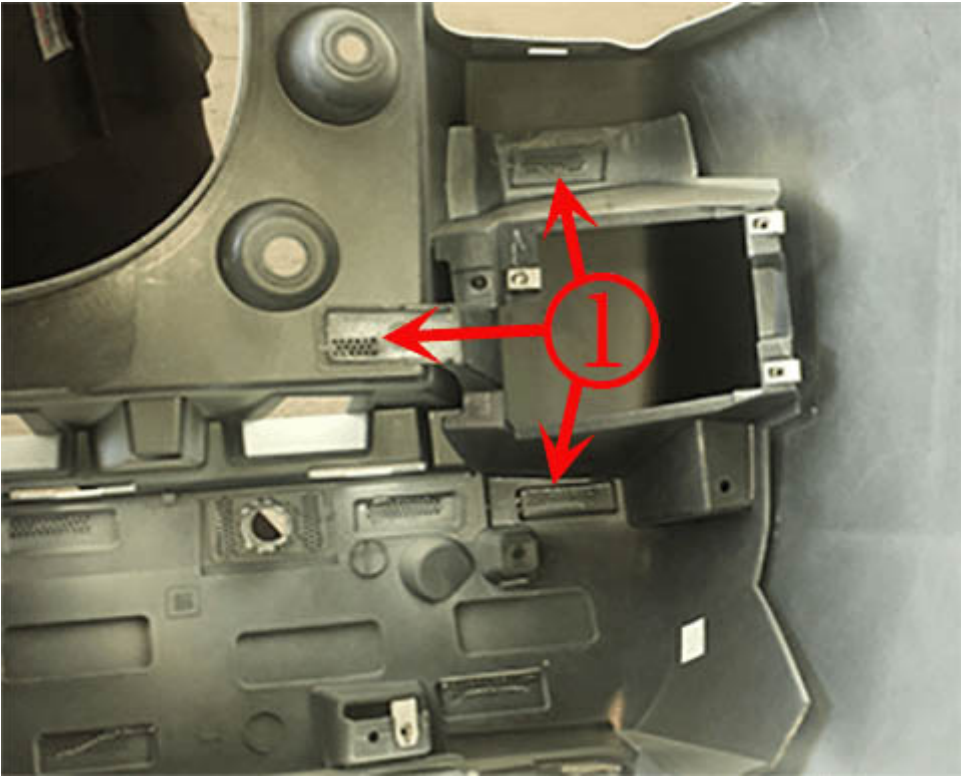
If, after performing normal diagnostics and no obvious concerns are found, inspect the exterior of the rear fascia for any damage which could distort/change the mounting of the Side Detection Modules. If no damage is noticed, do NOT conclude everything is fine. In many cases, a mounting/alignment issue may be caused by an impact/collision that may or may not be obvious. Many of the new materials that the fascias are made with are very resilient. If they are hit with mild to moderate force, they will bounce back with little, if any noticeable damage. However, the Side Detection Module brackets, which are attached to the back side of the rear fascia, may have been damaged/broken, even though no obvious damage may be seen on the outside of the vehicle/fascia.

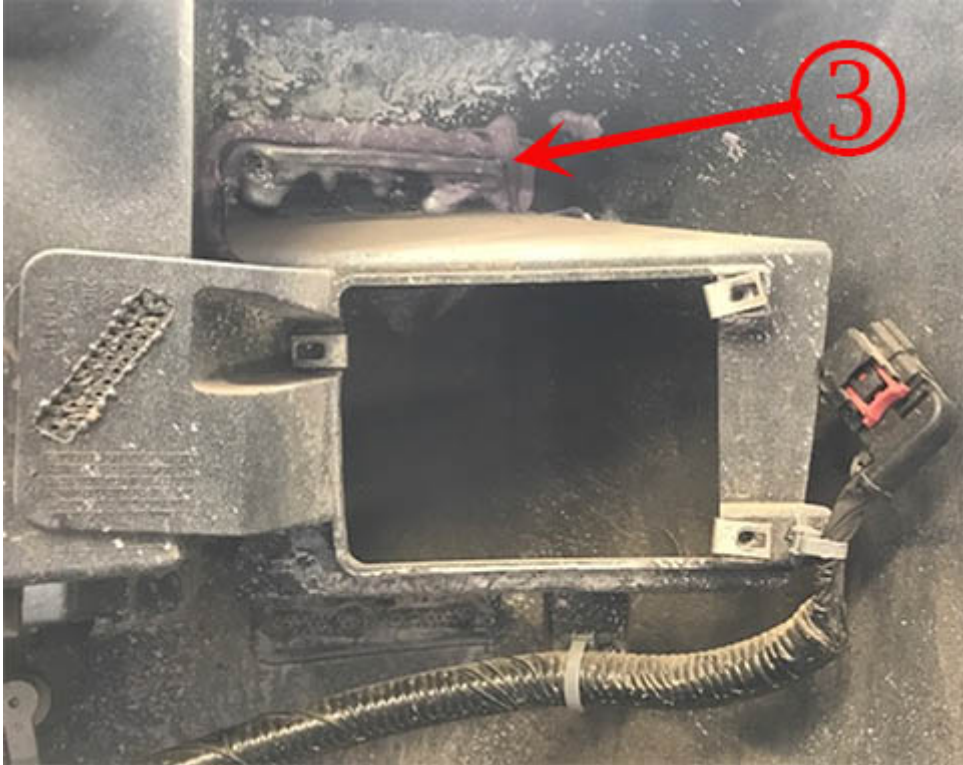
Perform a visual inspection of the Side Detection Modules, wiring, connectors and mounting brackets. The modules may need to be removed to inspect the mounting and brackets thoroughly. Look for anything broken/damaged/cracked, etc. Most importantly, inspect the heat staked areas (1) for becoming detached by lightly pulling on the bracket near the heat staked areas to make sure they are still attached. In the photo below is an example of a right hand Side Detection Module bracket, which has broken away at the top heat staked area (2). Also, inspect the brackets for being repaired or rebonded to the rear fascia (3) during a previous repair.

On later built models with lower mileage, if no issues are found with the fascia or mounting brackets, inspect the positioning of the mounting brackets where they are heat staked to the fascia. In some cases, the mounting brackets were heat staked to the fascia, in the incorrect position by the supplier. To inspect for this issue, remove the fascia from the truck and do a comparison between the left sensor mounting bracket position and the right sensor mounting bracket position. Also, the fascia will have alignment marks that can be used as a reference when inspecting the mounting bracket positioning to the fascia.

If any issues are found with the module mounting, mounting brackets, or rear fascia, replace as necessary.

Even after the Side Detection Module mounting issue has been repaired, the module will not immediately know that it is now mounted correctly. This will still result in a "Side Detection System Unavailable" message at start up. Because it takes time for the Side Detection Module to learn that it is now mounted correctly, the only way to immediately clear the "Side Detection System Unavailable" message at start up is to replace and program the Side Detection Module on the side that originally had the mounting issue.





Note: This PI will be converted into a bulletin when new information is available.

Warranty Information

Use the appropriate labor operation code for the issue found.

Version History

Version	3
Modified	06/12/2018 - Created on. 07/16/2019 - Updated to add the 2019 models 03/30/2020- updated the Cause and Correction sections and add the 2020 model year.



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