

Subject: Engineering Information – Lane Keep Assist/ Forward Collision Alert (if equipped) /Adaptive Cruise Control Inoperativ and Requires Front Camera Module to be Reprogrammed/Aligned or Replaced, DTCs B101E, B395D and/or U026A Set

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

This EI has been revised to update the Subject and the Condition section. Please discard PIE0565.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore GX	2020	2020	—	—	—	—

Involved Region or Country	North America
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on the Lane Keep Assist/ Forward Collision Alert (if equipped) /Adaptive Cruise Control Inoperative.</p> <p>Technicians may find one or more of the following DTCs set:</p> <ul style="list-style-type: none"> ● B101E - Electronic Control Unit Software ● B395D - Camera Misaligned ● U026A - Lost Communication with Frontview Camera Module
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

If you encounter a vehicle with the above concern, perform the following steps and contact the engineers listed below with your findings.

- Dealer should pull all DTC information.
- Check to see if the camera is aligned. GDS displays this in Data Display List, Parameter name – Frontview Camera Calibration Status. SEV states are Not Calibrated/Dynamically Calibrated.
- Check to see if the Manufacturing Engineering Counter (MEC) is set to 0. GDS displays this in Identification Information List – Parameter Name – Manufacture Enable Counter – Range – 0-255 counts.
- Check to see if the VIN is programmed in the FCM. GDS displays this in Identification Information List – Parameter Name – Vehicle Identification Number (VIN) – Displays all 17 characters of the VIN.

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2886768*	Engineering Information – Lane Keep Assist/Adaptive Cruise Control Inoperative	0.4 hr

*This is a unique Labor Operation for bulletin use only.

Version	2
Modified	Released April 16, 2020 June 25, 2020 – Updated the Subject and the Condition section.