Service Bulletin

Bulletin No.: 23-NA-095
Date: June, 2023

TECHNICAL

Subject: **Lane Keep Assist Unavailable / Adaptive Cruise Control Inop / Service Driver Assist Systems / Amber Front Collision Icon On / Dead Battery / No Crank / Front View Camera / Auto Start Stop Inop / Unable To Complete Camera Learn Stops At 94% /DTC U3000 44 49 54 and/or 57**

This bulletin replaces PIT5912G. Please discard PIT5912G.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 New (RPO J22, VIN Digit 5 = A or D)	2022	2022	—	—	—	—
	Silverado 1500	2023	2023				
GMC	Sierra 1500 New (RPO J22, VIN Digit 5 = H or U)	2022	2022				
	Sierra 1500	2023	2023				

Involved Region or Country	North America, Europe, Middle East, Bolivia, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Thailand, Other Africa
Additional Options (RPOs)	Equipped with RPO UHY and without RPO UGN
Condition	Some customers may comment on an amber Forward Collision icon displayed in the IPC, as shown below. Also, DTC U3000 symptom 44, 49, 54, and/or 57 may or may not be set current in the Front View Camera Module. In some cases, there could be a low or dead battery condition. Customers may also notice certain features related to the Front View Camera are unavailable, such as: – Forward Collision Alert (RPO: UEU) – Following Distance Indicator (RPO: UE4) – Low Speed Collision Mitigation Braking (RPO: UHY) – Pedestrian Collision Mitigation Braking (RPO: UKJ) – Lane Keep Assist (RPO: UHX) – Automatic High Beam Assist (RPO: TQ5) – Adaptive Cruise Control (RPO: KSG) **Note:** Because this condition could cause a low/dead battery, it can cause the Auto Stop/Start feature to be disabled due to the battery start of charge. The front view camera module issue should be corrected first before diagnosing an auto stop/start concern.
Cause	The cause of the condition may be Onstar performing a task, which causes the B174W Front View Camera to set the DTC and disable during the next vehicle start up.
Correction	Refer to the Service Procedure below.

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Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

A new Front Camera Module (FCM) software update has been released via an Over-the Air-Update. Customer will receive a Software Update notification once the software has been downloaded to their vehicle. Customers need to accept the OTA when prompted.

A new version of FCM software was also released to service for vehicles that are being brought into the service department. In addition to providing general robustness and stability enhancements, this update includes all enhancements from previous software version releases. Along with the vehicles mentioned above, vehicles in unconnected markets, and fleet customers may need the dealer to reprogram the FCM with the new software package

Perform the following to repair the concern

Note: If the battery was low or dead, then charge and test the battery. The battery may require charging a second time before it will pass the test.

1. Turn the ignition off.
2. Reprogram the Front Camera Module with the latest software in SPS. Refer to *Front View Camera Module Programming and Setup* in SI.

Note: If the vehicle already has the latest software, do not reprogram. Continue diagnosing using SI instructions.

3. Clear any DTCs.
4. Check camera operation.
   – If the camera operation has returned, then no further action is required.
   – If the camera operation has NOT returned, then perform a camera relearn using GDS2.
   – If the camera will not complete the Front View Camera relearn procedure, then see Extended Camera Relearn Procedure shown below.

Extended Camera Relearn Procedure

If after performing the above procedure and the camera relearn does not complete (example stops at 94%), then try the following Extended Camera Relearn Procedure shown below:

These steps must be followed exactly for the camera learn to be successful.

1. Cover camera on the outside of windshield with black electrical tape, or a fender cover.
2. Shut off the vehicle, disconnect the MDI from the DLC and remove the Key Fobs from the vehicle. Close all doors and leave the vehicle undisturbed for a minimum of 30 minutes so it can fully go asleep.
3. Remove tape or fender cover from the windshield and then clean the windshield glass in front of the camera lens.
4. Install MDI, turn ignition on and go into GDS2 and clear all DTCs. Then perform B174W Forward Camera learn procedure with GDS2.
5. Camera Learn progress will reach 100%, but "Learn Status" will remain as "No."
6. Turn the ignition off, unplug the B174W Forward Camera connector and allow the vehicle to go to sleep. Wait for the OnStar indicator light to turn off and then allow the vehicle to remain asleep for another 1 min.
7. Re-connected B174W Forward Camera connector and start the vehicle.
8. Clear any/all DTCs.
9. Perform B174W Forward Camera learn procedure again. Take a different learn route than what was previously used. Flat, straight roads, with clear lane markings are preferred. Avoid roads that are currently under construction.
10. It should once again successfully learn, but the "Calibration Status" should now change from "Calibrated" to "Dynamically Calibrated."

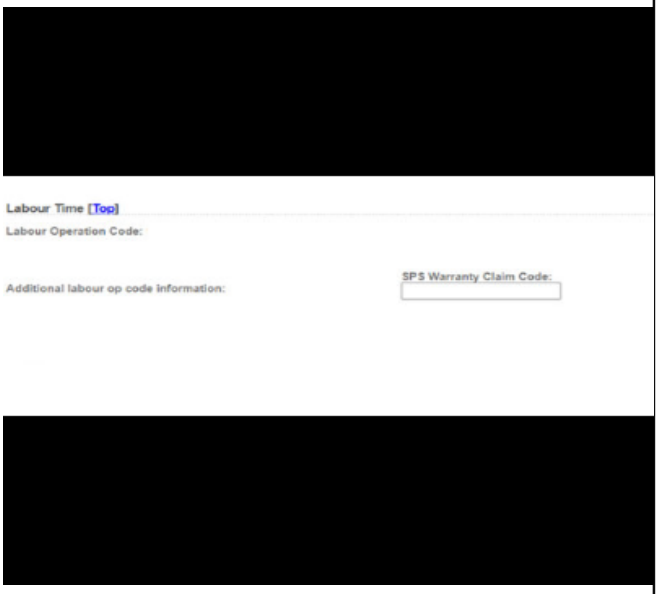
Note: If the camera operation has NOT returned after the camera relearn, then perform normal SI diagnostics and repair as necessary.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2889588*	Reprogram Front Camera Module Software	0.3 hr
Add	ONLY Use As Needed - Perform Camera Relearn with GDS2	0.3 hr
Add	ONLY Use As Needed - Extended Camera Relearn Procedure	1.1 hrs
*This is a unique Labor Operation for bulletin use only.		

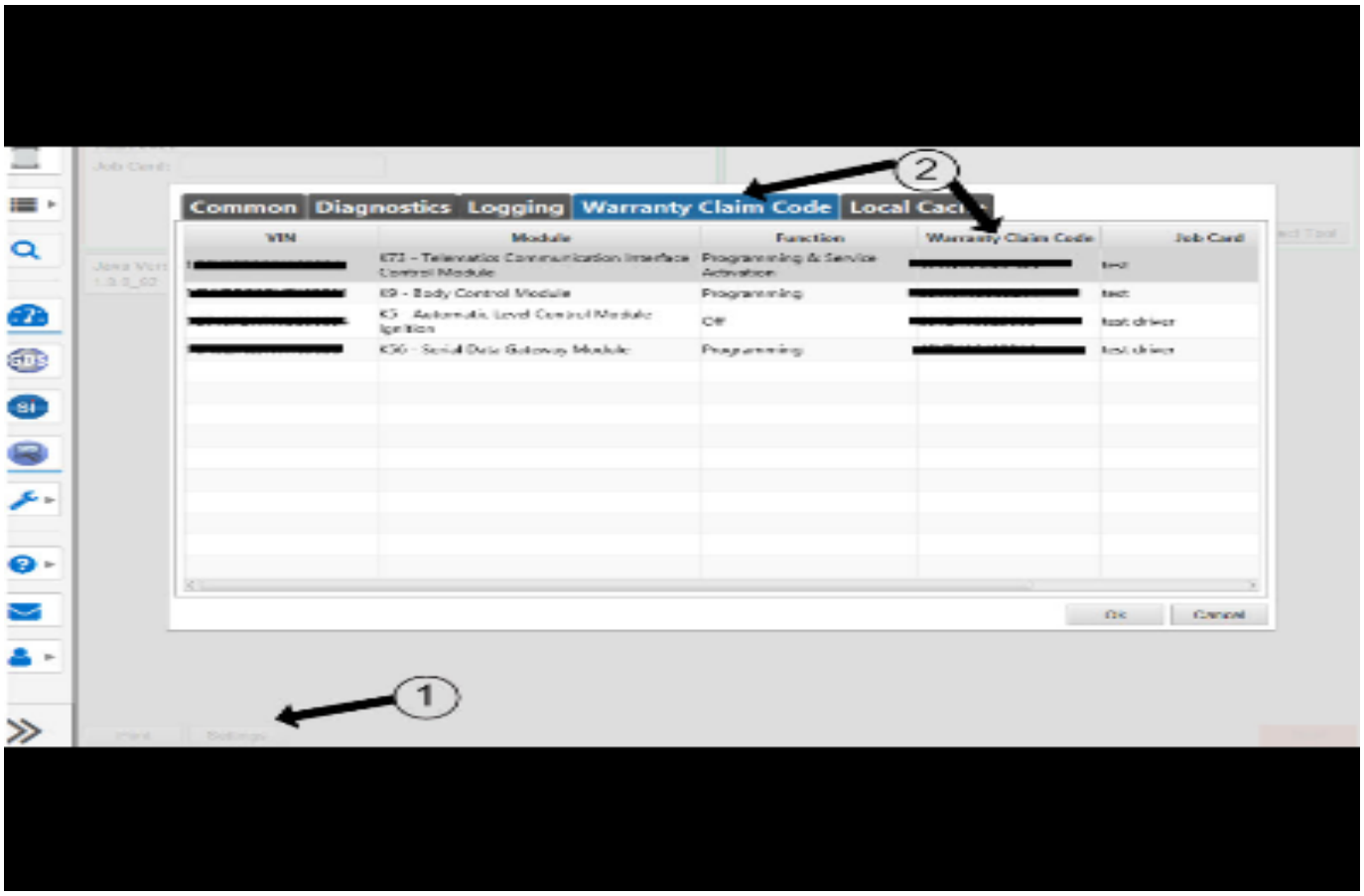
Important: To avoid warranty transaction rejections, carefully read and follow the instructions below:



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- The Warranty Claim Code must be accurately entered in the “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 “Warranty Claim Code” field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

Warranty Claim Code Information Retrieval



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If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

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	2
Modified	Released May 25, 2023 Revised June 8, 2023 – Removed Korea from Involved Regions Section

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

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