



STAR ONLINE PUBLICATION



Case Number: S2408000075

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Symptom/Vehicle Issue: Cluster Message “Night Vision Temporarily Unavailable”, “Night Vision Unavailable Service Required”

Customer Complaint /Technician Observation: Owner complaint of a cluster message “Night Vision Temporarily Unavailable” , “Night Vision Unavailable Service Required” which include a loss of Advanced Driver Assist System (ADAS) features Night Vision Processing Module (NVPM), Night Vision Camera (NVC), Advanced Driver Assist System (ADAS) relating to the Night Vision System inoperative condition.

The technician observed Diagnostic Trouble Code (DTC) **B2199-16 – BATTERY VOLTAGE - CIRCUIT VOLTAGE BELOW THRESHOLD** was stored or active set in the NVPM. The conditions described occurred after a service condition for a recent battery replacement, and/or a battery discharge repair.

Discussion:

Excessive battery drainage can result in a Low Battery State of Charge (SOC) that may impact Night Vision System functionality when the battery low voltage DTC has set. Prior to conducting any service repair procedures, verify the Main Battery and Auxiliary Battery state of charge is above 90% (full charge).

Repair Procedure:

1. Validate the **Main Battery and Auxiliary Battery** state of charge is above 90%.
2. Perform a full key ‘OFF’ bus sleep cycle for a minimum of 10 minutes.
3. Follow the “Battery Voltage - Circuit Voltage Below Threshold” diagnostics which include the system “Verification Test” as published in Service Library
 - [Refer to 28 - - DTC-Based Diagnostics / MODULE, Night Vision Processing \(NVPM\) / Diagnosis and Testing](#)
 - Confirm no recurring DTCs

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.