



STAR ONLINE PUBLICATION



Case Number: S2408000119

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Symptom/Vehicle Issue: Instrument Panel Cluster (IPC) message “Night Vision Unavailable Service Required” or Loss of Night Vision

Customer Complaint/Technician Observation: The Owner complains of a cluster message “Night Vision Unavailable Service Required” or Loss of Night Vision ADAS features with the following conditions for Night Vision System Inoperative. The technician may observe one or more of the following Diagnostic Trouble Codes (DTCs) with the involved systems: Night Vision Processing Module (NVPM), Night Vision Camera (NVC), Low Voltage Differential Signaling (LVDS), Advanced Driver Assist System (ADAS).

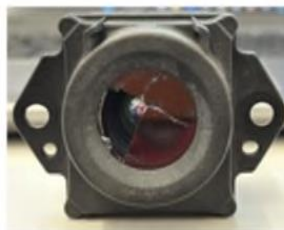
NVPM - B14FB-31 - Video Line - No Signal

IPC - B0125-02 - Night Vision Control Module-General Signal Failure

Discussions:

Step -1: If the B14FB-31 - Video Line - No Signal DTC is reported, the technician should check the NVC Lens for Cracking or Damage. A cracked or damaged NVC Lens can create an image distortion seen in the cluster and mimic implausible message(s) over the LVDS Digital Transmission Cable. If the NVC lens is found in good condition, please proceed to step **2**.

Step- 2: Please refer to the DTC-Based Diagnostics / MODULE, Night Vision Processing (NVPM) / Diagnosis and Testing document to diagnose the issue.



Cracked Night Vision Camera (NVC) Lens

NOTE: If Night Vision Camera lens is cracked, it is a non-warrantable part.

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.