



**Bulletin No.:** PIC6552E  
**Published date:** 04/16/2025

## Preliminary Information

### PIC6552E Image Processing Module Reset / Recovery

#### Models

**Brand:** All    **Model:** All    **Model Years:** 2023 - 2025    **VIN:** All    **Engine:** All All    **Transmissions:** All

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPO)</b>	UK0, UKL (LANE ACTIVE SAFETY-KEEP ASSIST, HANDS FREE LANE FOLLOWING(ENTIRE SPEED RANGE))
<b>Condition</b>	Upon inspection it may be found that there is no communication with one or both processors of the image processing module.
<b>Cause</b>	Logic Locked

#### Correction:

Unplug the IPM (Image Processing Module) for 30 min, then plug the IPM back in. Using ethernet hard wired from the laptop to the MDI run Serial Data Authentication Configuration (SDAC) then attempt reprogramming.

Use the following instructions for setting up ethernet connection to the MDI:

Plug in the USB cable into the PC and the MDI 2.

Plug in a RJ45 (Ethernet) cable between MDI 2 and PC.

If your PC does not have an ethernet port, a USB-Ethernet adapter can be used instead.

Apply 12 volts to the tester via the self-test adapter or by connecting to the vehicle Data Link Connector to power MDI 2.

Start the MDI Manager software by clicking the MDI Manager icon.

On the MDI Explorer tab, select the MDI 2 and click the Connect button. A check mark appears over the MDI 2 icon to indicate that the connection has been made (connection by default is over USB.)

Select "Network Setup" tab.

Choose wired connection sub-tab.

Click "enable wired connection"

Click the "use following address"

input the following:

IP Address 169.254.1.100

Subnet Mask 255.255.0.0

Click Apply (It will also want you to save the changes, select Yes).

Return to the MDI explorer tab.

Hover the mouse over the MDI and it should show both USB and ethernet connections.

Disconnect USB cable.

The MDI 2 should now be configured for use via Ethernet. You may need to disconnect and reconnect the MDI 2 via the MDI Manager for these changes to take effect.

### Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2810825	K124 Image Processing Module Reprogramming with SPS	Use Published Time
6629852	Image Processing Module Reset/ Recovery	Use Published Time

### Additional SI Keywords

B1DD0, U3000, U1614, U1615, U1616, U1623, U163D, U1642, U023A, U053B, U053C

### Version History

Version	6
Modified	<p>05/20/2024 - Created on. 05/29/2024 - Updated correction. 06/13/2024 - Update Labor Operation. 07/23/2024 - Update Labor Operation. 12/5/2024- Update Labor Operation. 04/16/2025 Update SI keywords</p>

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