



Service Bulletin

Bulletin No.: PIC6587C

Date: June, 2025

PRELIMINARY INFORMATION

Subject: All Active Safety Features Inoperable

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2025		All	All	All	All
Cadillac	Escalade IQ	2025		All	All	All	All
Cadillac	Escalade	2025		All	All	All	All
Cadillac	Escalade ESV	2025		All	All	All	All
Cadillac	CT4	2025		All	All	All	All
Cadillac	CT5	2025		All	All	All	All
Cadillac	OPTIQ	2025		All	All	All	All
Cadillac	VISTIQ	2026		All	All	All	All
Chevrolet	Traverse	2024-2025		All	All	All	All
Chevrolet	Equinox EV	2025		All	All	All	All
Chevrolet	Blazer EV	2025		All	All	All	All
Chevrolet	Silverado EV	2024-2025		All	All	All	All
Chevrolet	Tahoe	2025		All	All	All	All
Chevrolet	Suburban	2025		All	All	All	All
GMC	Acadia	2024-2025		All	All	All	All
GMC	Sierra EV	2024-2025		All	All	All	All
GMC	Yukon	2025		All	All	All	All
GMC	Yukon XL	2025		All	All	All	All

Involved Region or Country	North America, South America, Europe, GMIO, China, Korea, Australia/NZ
Additional Options (RPO)	UK0, UKL (LANE ACTIVE SAFETY-KEEP ASSIST, HANDS FREE LANE FOLLOWING (ENTIRE SPEED RANGE))
Condition	<p>A customer may comment that all active safety features are inoperable. Super Cruise, Lane Keep Assist, Adaptive Cruise Control, Advance Park Assist, Blind Zone Alert, Front Impact Mitigation, Reverse Automatic Braking, Rear View Camera, Auto High Beam Assist, Pedestrian Collision Mitigation.</p> <p>Note: ALL Active Safety features must be inoperable or this PI does not apply. If one of the features is inoperable and the rest are not, this PI does not apply.</p>
Cause	Software anomalies that may be corrected by a reset of the module.

Correction

Verify the Customer's Concern that all Active Safety features in the condition statement are inoperable and the condition persists across key cycles.

Check Vehicle DTC's.

U1615 SYM00 - Lost Communication with Image Processing Module 1 - Processor 1 on CAN Bus 2U1616 SYM00 - Lost Communication with Image Processing Module 1 - Processor 1 on CAN Bus 8U163D SYM00 - Lost Communication with Image Processing Module 1 - Processor 1 on CAN Bus 3B1596 SYM13 - Video Processing Module Low Voltage Differential Signaling LVDS Coaxial Signal

Remove the fuse for the K124 Image Processing Control Module.

Wait 5 minutes then reinstall the fuse for the K124 Image Processing Control Module.

Ensure the Image Processing Module is communicating.

Check for Software updates and update the vehicle.

Test Drive to Ensure All Active Safety features are working correctly - If yes, return the vehicle to the customer.

If the condition remains, refer to normal SI Diagnostics.

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
6629852	Image Processing Module Reset	Use Published Time

Additional SI Keywords

PIT6215, PIT6215A, PIT6215B, PIC6587, PIC6587A, PIC6587B, PIC6587C

Version	4
Modified	12/5/2024 - Created on. 04/15/2025 - Updated Models and added note in Condition. 05/12/2025 - Updated Models and Correction. 06/05/2025 - Update to the Correction.

