



Service Bulletin

Bulletin No.: 22-NA-242

Date: April, 2025

WARRANTY ADMINISTRATION

Subject: Warranty Administration – System Reset and Connector Reconnect Labor Code Numbers

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
BrightDrop	Passenger Cars and Trucks (Except Low Cab Forward Medium Duty Models)	2023	2026	—	—	—	—
Buick							
Cadillac							
Chevrolet							
GMC							

Involved Region or Country	North America, Argentina, Brazil, Bolivia, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Venezuela, Europe, Uzbekistan, Russia, Middle East, Iraq, Israel, Palestine, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Taiwan, Thailand, Singapore, Philippines, Australia/New Zealand, Egypt, Other Africa, South Africa
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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.

Information

GM Brand Quality has introduced a new labor code to help GM isolate instances where a customer’s concern is remedied when a technician resets the power by disconnecting and reconnecting a connector, fuse, or battery cable. The new labor code, **3429852 Infotainment System Reset**, is effective with the December 1st Labor Time Guide edition and is applicable to 2023 and future model year vehicles. Use of this labor code is not permitted for 2022 and previous model year vehicles.

Warranty Information

This new labor code can be found in the Labor Time Guide > Power and Signal Distribution > Wiring Systems and Power Management. To help dealers differentiate between proper use of labor code **3429852 Infotainment System Reset**, **5430922: Connector Reconnection**, **6629852 K124 Image Processing Module Reset** and, **3459852 K157 Video Processing Module Reset** which is also available in the same section, the following guide is provided.

Labor Code	Description	Example of Proper Usage Note: If applicable, record DTC code # in the verbatim section.	Example of Improper Usage Note: If repairs are performed, utilize the applicable Causal Part replacement/repair Labor Op.
3429852	Infotainment System Reset	<ul style="list-style-type: none"> Customer states Infotainment system has either a black screen or is frozen. Pulled fuse to radio, found no issues, plugged back together and Infotainment system regains proper function. 	<ul style="list-style-type: none"> Connector was NOT seated, or CPA not locked. Found terminal to be loose or repaired wire damage. Diagnosis that results in a component replacement should use the component labor operation only.
5430922	Connector Reconnection	<ul style="list-style-type: none"> This labor code is only used for connectors found NOT fully seated or lock NOT engaged, repairs completed without component replacement. Connector/ Terminal is found unseated, Connector Position Assurance (CPA) not seated, Connector not seated. Repair only requires reseating of terminal/ CPA. 	<ul style="list-style-type: none"> Connector (fully seated) was engaged, component inoperable. Pulled Connector apart, did not find anything. Reconnected and system functional. Found wire damage. Found terminal loose/unseated, requiring terminal replacement due to damage or lack of tension. should use the Terminal Replacement Labor Operation. Diagnosis that results in a component replacement should use the component labor operation only.
6629852	K124 Image Processing Module Reset	<ul style="list-style-type: none"> Issues with their active safety systems. Some complaints may include, cameras inoperative, forward collision messages displayed, malfunctioning blind spot detection systems 	—
3459852	K157 Video Processing Module Reset	<ul style="list-style-type: none"> Issues like rear camera inoperative or black screens or inoperative camera application 	—

Important: In some cases, the subject vehicle may be operating as intended but not in line with the expectations of the customer. In cases where the vehicle is operating as intended but not in line with customer expectations, service management is strongly encouraged to submit a Field Product Report (Product Information Report for Canada).

Refer to the latest version of Corporate Bulletin Number 02-00-89-002 (10-00-89-006 for Canada) for additional information on how to submit a Field Product Report.

Version	4
Modified	Released November 30, 2022 Revised June 16, 2023 – Added the 2024 Model Year and an Important statement above Information section. Revised March 27, 2025 – Added BrightDrop to Brand Column, 2025-2026 Model Years, and updated Information and Warranty Information sections. Revised April 24, 2025 – Corrected the Example of Proper Usage information for Labor Code 3459852.

