



Service Bulletin

Bulletin No.: PIC6587E

Date: September, 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 |

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|-----------------------------------|--|
| 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 | 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. 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. |
| 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 for the Image Processing Control Module and update the module if available. For Ultium Programs, refer to the latest version of 24-NA-143 Vehicle Wide Programming.

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

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|----------|---|
| Version | 6 |
| 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. 09/03/2025 - Updated Correction. 09/15/2025 - Updated Regions. |

