Service Bulletin

Bulletin No.: PIT6473A
Date: January, 2026

PRELIMINARY INFORMATION

Subject: Service Forward Collision or Forward Collision Unavailable Messages With U3000 SYM49 Set Current

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 New (RPO J22, VIN Digit 5 = A or D)	2022		All	All	All	All
Chevrolet	Silverado 1500	2023		All	All	All	All
GMC	Sierra 1500 New (RPO J22, VIN Digit 5 = H or U)	2022		All	All	All	All
GMC	Sierra 1500	2023		All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	UHX UFL
Condition	**Note:** If applicable perform 23-NA-095 and verify the below information. Some customers may comment there is a Service Front Camera/Service Forward Collision/Forward Collision Unavailable message with the Collision icon present, Automatic High Beams inoperative, Lane Keep Assist/Lane Departure Warnings inoperative. There may also be a U3000 SYM49 set current. **Note:** Some customers may also notice a Service Front Camera/Forward Collision message at startup. Technicians may find a U3000 SYM44 stored in the FVCM. This condition may be caused by low battery voltage during engine cranking and may occur without any other cranking or starting symptoms. It is recommended to test the battery and inspect the main battery cable connections for looseness, as well as check for any aftermarket accessories that could be causing excessive battery draw. Address these items first before proceeding.
Cause	This could be caused by a film that has built up on the inside of windshield directly in front of B174W (FVCM) Front View Camera Module that may affect the FVCM's ability to operate correctly.

Correction

Note: Correct any low battery/voltage concerns before proceeding.

After the following cleaning procedure is completed, the current U3000 SYM49 should go to history once the FVCM is reconnected.

Recommendation:
-Verify the vehicle has a GM windshield by making sure the GM Logo is etched into the glass in the lower corner of the windshield.

-Verify there are no cracks, chips, or other damage to the windshield near the FVCM.

-Verify no aftermarket wheels, tires, leveling kits, lowering or lift kits.

-Verify no aftermarket tint, bug deflectors or anything that would reduce the camera's view

-Verify the camera bracket is properly attached to the windshield

-Verify the camera is properly attached to the bracket with no excessive movement and if so, the bracket may need to be replaced

- If no issues are found then perform the following cleaning procedure.

Cleaning the area inside the bracket properly is critical.

Things such as smears, spots and dust/lint from towels can impact the performance of the FVCM. Cleaning solutions can also impact the plastic bracket. Shiny plastic can increase glare and reduced FVCM performance.

MATERIALS NEEDED: 70% isopropyl alcohol, no lint or lint free Lens Cleaning Wipes, flashlight.
STEP 1. Clean and degrease the exterior windshield with the isopropyl alcohol.

STEP 2. Remove B174W FVCM brackets from interior windshield (refer to pictures below).

STEP 3. Apply the alcohol to the lint free Lens Cleaning Wipes.

STEP 4. Wet clean the FVCM lens and then dry clean the FVCM lens.

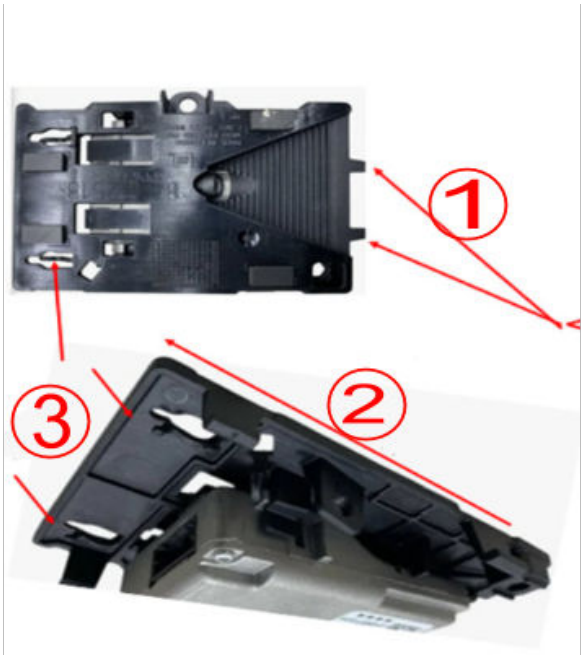
STEP 5. Wet clean and then dry clean the interior windshield. (Pay special attention to the FVCM window area.)

STEP 6. REPEAT STEPS 4 & 5.

STEP 7. Inspect the cleaned FVCM window area with a flashlight.

STEP 8. Reinstall the FVCM bracket, FVCM, mirror and trim. (review and inspect the FVCM tabs to ensure they are properly seated).

STEP 9. Perform SPS camera alignment if needed



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1) Alignment tabs

2) Push in direction of arrow to release lift tabs

3) Lift tabs

Diagnostic Tip - Complete the following if there are any issues learning the FVCM:

- Brake pedal position learn

- Steering angle sensor learn
- YAW sensor learn
- Verify the K56 SDGM and K73 Telematic Control Module have the latest software
- Complete the Serial Data Authentication (SDAC).

Version	2
Modified	01/21/2026 Created on 01/28/2026 Updated the condition and correction sections.