



Preliminary Information

PIC6265E Adaptive Cruise Control/ Lane Keep Assist Unavailable

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	LaCrosse	2017 - 2020	All	All	All	All
Cadillac	CT6	2016 - 2020	All	All	All	All
Chevrolet	Malibu	2017 - 2020	All	All	All	All

Involved Region or Country	North America
Condition	A vehicle may have a "Adaptive Cruise Control Unavailable" and/or "Lane Keep Assist Unavailable" message. If the technician attempts to program the Active Safety Control Module (ASCM) code E4399 will set.
Cause	This may be caused by the MIC (Manufacturers Inhibit Counter) in the ASCM not being zeroed.

Correction:

If this condition is encountered zero the MIC counter and drive the vehicle to see if the concern is resolved.

The MIC counter can be zeroed by placing the vehicle into and back out of "transport mode".

Reference the latest version of bulletin # [11-08-49-001](#) for instruction on entering and exiting transport mode.

Note: The MIC counter should not be confused with the MEC (Manufacturers Enable Counter) which can be viewed in the Active Safety Control Module Identification Information in the scan tool and can be incremented down by one count with each key cycle. The MIC counter is used by engineering and cannot be viewed with GDS.

If the concern is not resolved with this procedure follow normal SI diagnostics.

Note: This PI may be converted to a Bulletin in the future if new information becomes available.

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
6480428	Reset MIC Counter	0.2
	*This is a unique Labor Operation for Bulletin use only.	

Version History

Version	6
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Modified

03/07/2017 - Created on

03/15/2017 - Updated to add CT6 and Malibu

09/27/2017 - Update model years

10/16/2017- Update model years and add special labor operation

11/15/2018 - Update model years

07/01/2020 - Update model years



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