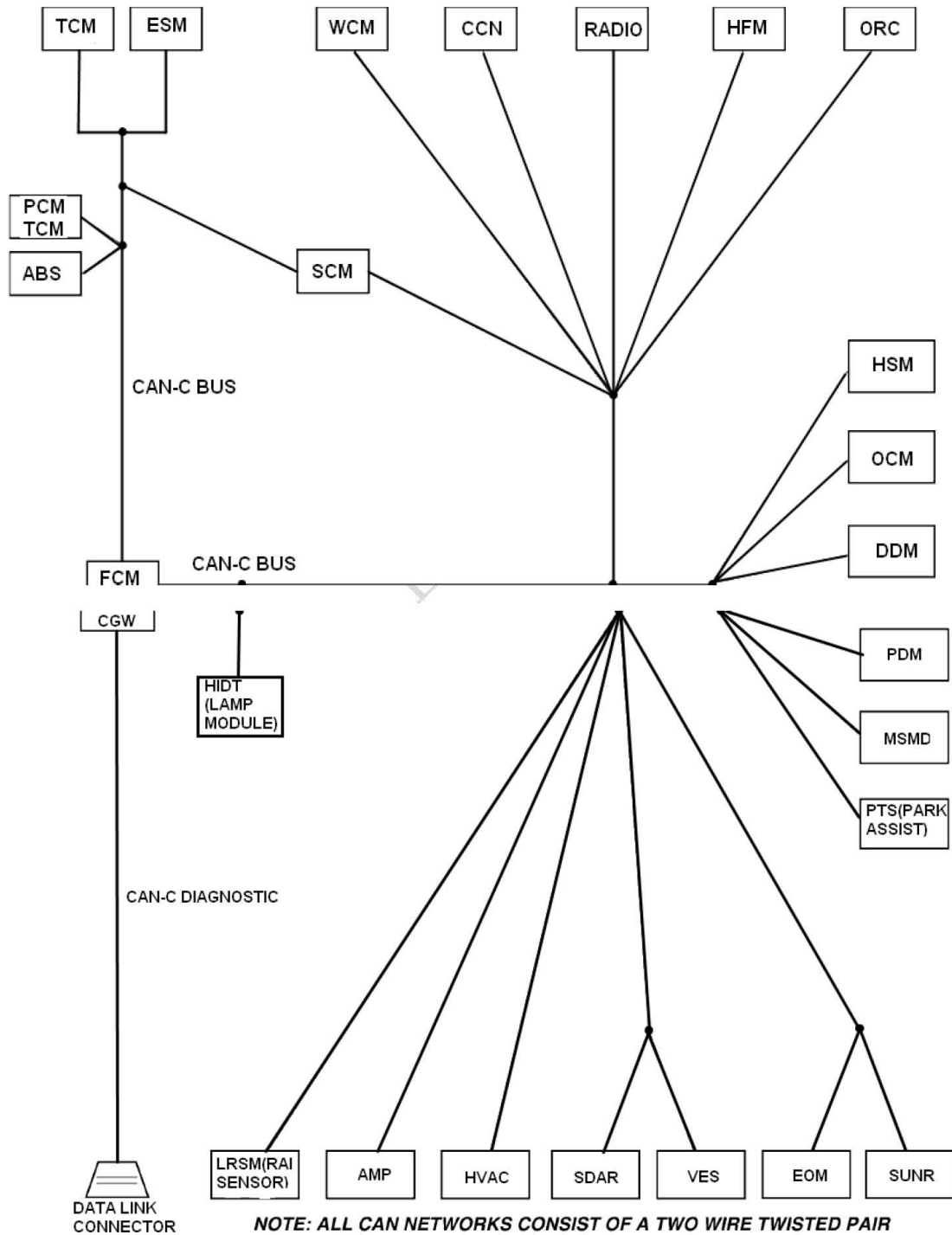


# U0196 LOST COMMUNICATION WITH VEHICLE ENTERTAINMENT CONTROL MODULE



- 1). When Monitored:  
 With the ignition on  
 Battery voltage between 10 and 16 volts  
 IOD fuse installed  
 FCM is configured correctly
- 2). Set Condition:  
 Bus messages not received from the vehicle entertainment system (DVD player) for approximately 2 to 5 seconds.

<b>Possible Causes</b>
1. CAN B BUS CIRCUITS OPEN OR SHORTED
2. DTCS RELATED TO BATTERY VOLTAGE, IGNITION, OR VIN MESSAGES
3. FCM NOT CONFIGURED CORRECTLY
4. MONITOR/DVD MEDIA SYSTEM
5. MONITOR/DVD MEDIA SYSTEM POWER AND GROUND
6. MODULE THAT SET THIS DTC

## Diagnostic Test

- 1). VERIFY DTC IS ACTIVE  
**NOTE:** Ensure the IOD fuse is installed and battery voltage is between 10 and 16 volts before proceeding.  
 With the scan tool, read active DTCs.

Is this DTC active?

**Yes** >> Go To 2

**No** >> Refer to the Stored Lost Communication test procedure. Refer to the table of contents in this section.  
 Perform BODY VERIFICATION TEST – VER 1.

- 2). CHECK FOR ANY OF THE FOLLOWING ACTIVE DTCS  
 With the scan tool, read all active DTCs from all modules.  
**NOTE:** Check for FCM configuration, CAN B or C hardware electrical, VIN Missing/Mismatch, battery or ignition related DTCs.

Does the scan tool display any active DTCs to the conditions listed above?

**Yes** >> Diagnose and repair the DTC. Refer to the Table of Contents for a complete list of the symptoms.  
 Perform BODY VERIFICATION TEST – VER 1.

**No** >> Go To 3

3). VERIFY THAT THE VES IS ACTIVE ON THE BUS

Turn the ignition on.

With the scan tool, select Network Diagnostics.

Verify that the VES is active on the bus.

Is the VES active on the bus?

**Yes** >> Go To 4

**No** >> Refer to the Table of Contents located in this section for a no response test procedure.

Perform BODY VERIFICATION TEST – VER 1.

4). CHECK FOR ADDITIONAL COMMUNICATION RELATED DTCS

With the scan tool, select Network Diagnostics.

Is there more than one module with active DTCs “Logged Against” the VES?

**Yes** >> Replace/update the Monitor/DVD Media System in accordance with the service information.

Perform BODY VERIFICATION TEST – VER 1.

**No** >> Replace/update the module that set this DTC in accordance with the service information.

Perform BODY VERIFICATION TEST – VER 1.

LAUNCH