



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** 2-Mode (Hybrid) TAC APM Part Restriction - Loss of Power Steering Assist After Cold Soak in Cold Ambient Temperatures - Service Power Steering Message Or Service Hybrid System Message Displayed - Charging System Light On

**Models:** 2009 - 2013 Cadillac Escalade Hybrid  
2008 - 2013 Chevrolet Tahoe Hybrid, Silverado Hybrid  
2009 - 2013 GMC Sierra Hybrid, Yukon Hybrid

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Some customers may comment on any of the following:

- Service Power Steering message displayed on the Driver Information Center (DIC)
- Service Hybrid System message displayed on the Driver Information Center (DIC)
- Charging System indicator lamp on
- Loss of power steering assist
- Loss of 12 volt battery power

These conditions may occur shortly after start up after a cold soak in cold ambient temperatures at approximately -11°C to -20°C (12°F to -4°F).

When checking the vehicle for DTCs, the Accessory DC Power Control Module may report U1821, U182A and C0895 active or in history.

**Important:** Special Coverage 14262 may apply

### Recommendation/Instructions

**Tip:** This concern can only be duplicated after a cold soak in extreme cold temperatures as noted above. If the concern can be duplicated, it may be helpful to review the APM and Power Steering Control Module Data

**Note:** The condition may clear itself if the internal temperature of the Accessory DC Power Control Module warms (or cools) to a temperature outside the stated range.

Please DO NOT replace any power steering components or the Serial Data Gateway Module (SDGM) as this will not correct the concern. If the DTCs are Current (Active), follow published Global Service Information (GSI)

### Parts Information

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

Part Number	Description	Quantity/Vehicle
24251562	Accessory DC Power Control Module	1
19207978	Seal Kit	1

## Warranty Information

For vehicles repaired under warranty use:

Labor Code	Description	Labor Time
9900076	Diagnostic Time Only – No Repair Required	0.1-0.3
5010160	Drive Motor Gen Control Module (APM) Replacement For use with vehicles still covered under warranty	1.5
	Add: Diagnostic Time	0.1-0.3
9900077	APM Replacement For use with vehicles no longer covered under warranty	1.5
	Add: Diagnostic Time	0.1-0.3

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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