



File in Section: -

Bulletin No.: PI1191

Date: March, 2014

Service Bulletin

PRELIMINARY INFORMATION

Subject: Service Power Steering and Service Hybrid System Messages After Cold Soak in Cold Ambient Temperatures

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

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 immediately 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 DC Converter Control Module may report U1821, U182A and C0895 active or in history.

Recommendation/Instructions

Note: This concern can only be duplicated after a cold soak in extreme cold temperatures as noted above.

Engineering is aware of this concern and working on a part resolution. Once parts become available this PI will be updated. Please **DO NOT** replace any power steering components as this will not correct the concern.

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle. In the meantime customers should avoid this ambient temperature window (i.e. park in the garage, etc.) whenever possible.