



Service Bulletin

PRELIMINARY INFORMATION

Subject: Service Stability Message With DTC C012E And C12FE

Models: 2014-2016 Cadillac ELR
2011-2015 Chevrolet Volt
2014-2015 Chevrolet Spark EV

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

Condition/Concern

Some customer may bring their vehicle into the dealership with a Service Stability Lamp on and a current or history DTC C012E and C12FE

Recommendation/Instructions

Please use the following diagnostic aid in root causing the concern

1. If the vehicle has a current or history DTC: C012E symptom code 00 in the EBCM and a C12FE in the ECM, the vehicle has a brake issue. The technician needs to follow SI for DTC:C012E which has you perform a hydraulic test and a pedal travel test to assist in finding a brake issue
2. If the vehicle has a current or history DTC: C012E symptom code 12 without a C012E symptom code 00 in the EBCM and a C12FE in the ECM, the code sets due to a powertrain code or a power down issue with the vehicle, this is not related to the brakes. Advise the technician to diagnose other DTCs or issues with the vehicle first.

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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