



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** 2-MODE (HYBRID) Navigation Radio Will Not Display Current Hybrid Mode

**Models:** 2009-2013 Cadillac Escalade Hybrid  
2008-2013 Chevrolet Silverado and GMC Sierra Hybrid  
2008-2013 Chevrolet Tahoe and GMC Yukon Hybrid  
All with RPO HP2 (Hybrid Propulsion System)

*This PI was superseded to update model years. Please discard PIT4989A.*

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

### Condition/Concern

Some customers may comment that the Navigation Radio will not display the proper Hybrid powermode. The customer may state that the components will show up on the screen but the power flow and the mode will not be displayed. In the first example shown below is the Navigation Radio properly displaying the proper power mode when the vehicle is running.



In the next example shown below the Navigation Radio is not displaying the proper power mode when the vehicle is running.



## Recommendation/Instructions

If you experience this concern please check for communication with all the modules listed below, or for DTCs in any other modules. If the vehicle loses communication with one of the modules listed below the radio will go into a default mode and will not display a power mode. Repair the loss of communication with the affected module and the power flow should return to the radio display.

- APM (Accessory DC Power Control Module)
- A/C control module
- Drive Motor Generator Power Inverter Module. (Also Known as the PIM)
- ECM (Engine Control Module)
- BECM (Battery Energy Control Module)
- TCCM (Transfer Case Control Module)

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.

## Additional SI Keywords

short wire wiring

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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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