



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Diagnostic Tip - Service Driver Assist Message

**Models:** 2015-2017 Cadillac Escalade Models  
2014 Chevrolet Silverado 1500  
2015-2017 Chevrolet Silverado, Suburban, Tahoe  
2014 GMC Sierra 1500  
2015-2017 GMC Sierra, Yukon Models  
With Safety Alert Seat

*This PI was superseded to update Model Years and condition. Please discard PIT5445.*

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

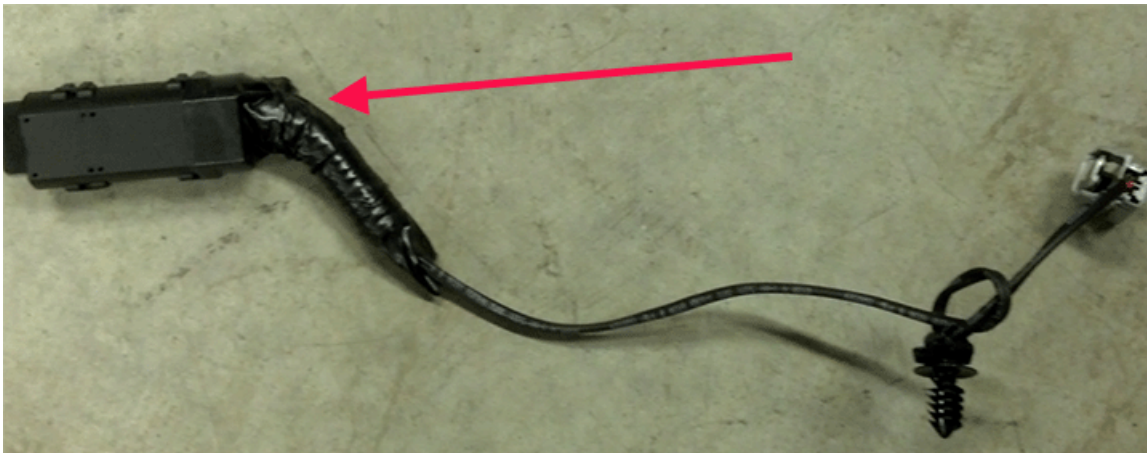
### Condition/Concern

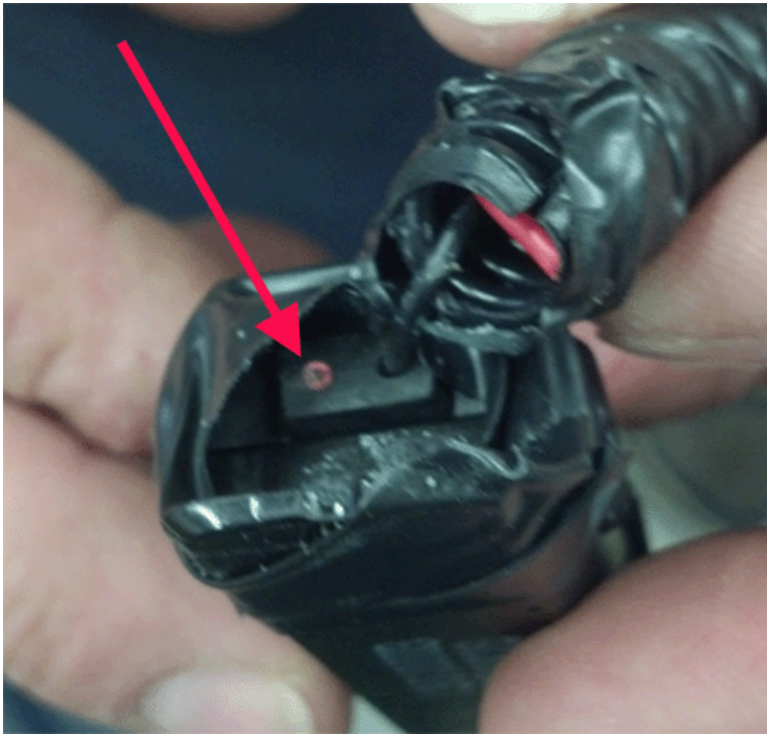
Some customers may notice any of the following:

- Service Driver Assist message displayed on the DIC.
- If the "Collision/Detection Systems Alert Types" is set to "Safety Alert Seat", the customer may notice it has changed to "Beeps".
- Because the Front and/or Rear Parking Assist System can use the alert seat, a customer may comment on issues with the Front/Rear Parking Assist System.

There have been some reports that no DTC's have been stored, but a B172E and/or B172F may be set in the Seat Memory Control Module.

This concern could be caused by a Driver's Cushion Haptic Seat Motor circuit opened/high resistance near the motor, see pictures below.





## Recommendation/Instructions

The safety alert seats provide a vibration to alert the driver in certain circumstances. There are two motors in the driver seat cushion. Either the right, left, or both motor(s) can run, depending on the alert. The seat memory control module provides the output voltage for the motors.

Using the scan tool, go into the Seat Memory Control Module and command on the left and right driver's cushion haptic seat motors. If a haptic seat motor does not operate, follow SI and perform further diagnosis.

**Tip:** The haptic seat motor has a pigtail lead coming off the motor. In many cases, the wiring pigtail near the haptic seat motor has broken. Do not repair the pigtail wiring, replace the haptic seat motor

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.

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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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