

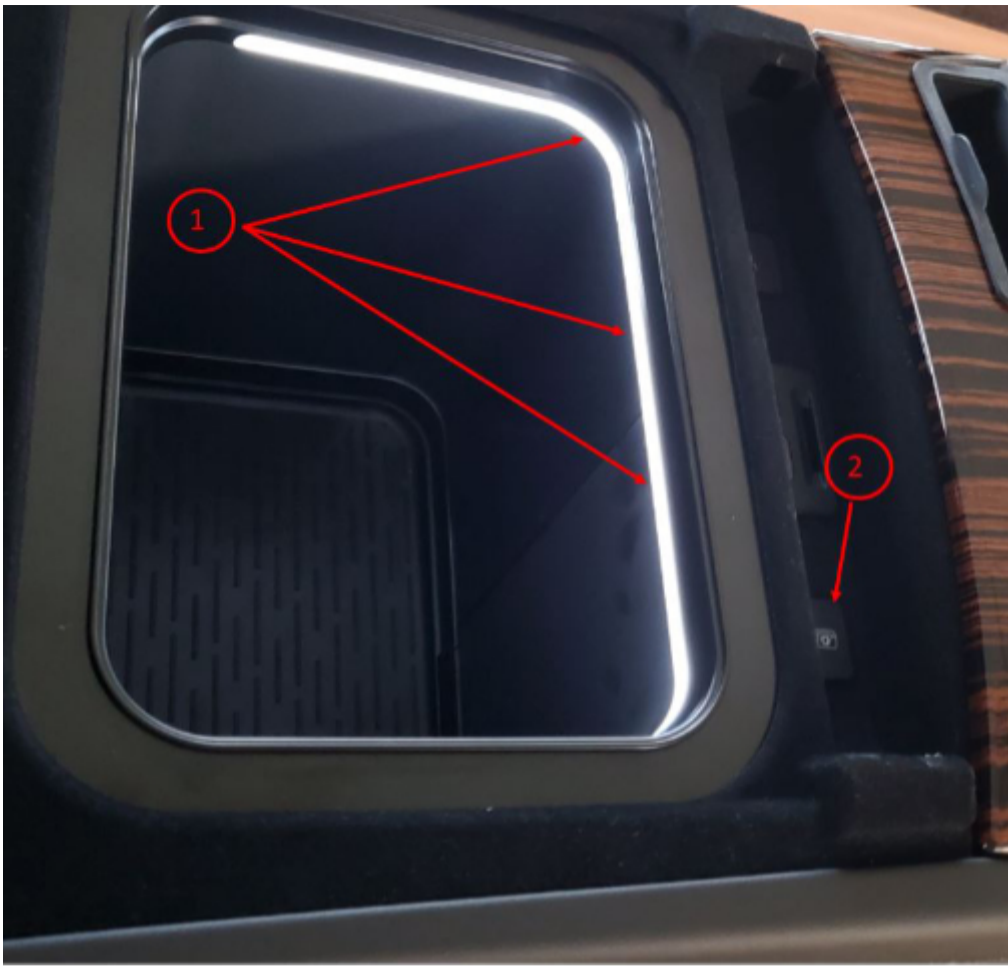


Preliminary Information

PIT5802B Front Floor Console Cooler Inoperative With DTC U1144 Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade Models	2021	All	All	All	All
Chevrolet	Suburban	2021	All	All	All	All
Chevrolet	Tahoe	2021	All	All	All	All
GMC	Yukon Models	2021	All	All	All	All

Involved Region or Country	North America and Middle East
Additional Options (RPO)	DCK - Front Floor Console Cooler
Condition	<p>Condition 1: Some customers may notice when the Front Floor Console Cooler lid is open, the upper bin light (1) is inoperative. Also, when trying to turn on the cooler using the switch (2), the LED's in the switch do not turn on and the cooler is inoperative. When checking for DTC's a U1144 will be set.</p> <p>Condition 2: Some customers may notice when the Front Floor Console Cooler lid is open, the upper bin light (1) does operate. When they try to turn on the cooler using the switch (2), the LED's in the switch do not turn on and the cooler is inoperative. When checking for DTC's a U1144 will be set. In addition to the console cooler issue, a customer may also notice other issues with the console USB ports and Navigation/SD card slot.</p>
Cause	<p>Condition 1: This concern could be caused by a software issue within the Front Floor Console Cooler.</p> <p>Condition 2: The cause of this concern could be that the S145 Console Cooler Switch connector was accidentally swapped with the X23 Multimedia Receptacle X1 connector. The cooler switch and Multimedia Receptacle are located next to each other and both connectors are interchangeable.</p>



Correction:

Condition 1: Engineering has released new Front Floor Console Coolers with updated software. These new coolers are currently available in CCA stock. To correct this concern, replace the Front Floor Console Cooler with one from CCA stock.

Condition 2: To determine if the connectors are swapped, use the SI connector end view and inspect the number of wires both at the S145 Console Cooler Switch and at the X23 Multimedia Receptacle X1 connector to determine if the connectors are swapped. If the connectors are swapped then reverse them to correct the concern.

NOTE: If condition 2 was caused by a previous repair then it would not be covered under warranty.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
1034260	Front Floor Console Compartment Cooler Replacement	Use Published Time

Version History

Version	3
Modified	12/10/2020 - Created on. 01/14/2021 - Added Condition 2 to the condition, cause and correction. 06/17/2021 - Updates to the Cause, Correction and Warranty sections.



GENERAL MOTORS