



Service Bulletin

Bulletin No.: 21-NA-283

Date: October, 2022

TECHNICAL

Subject: Service Front Suspension Lift System Message Displayed on Driver Information Center (DIC), Noise from Suspension Pump – DTC C103C and/or C103E Symptom 64 Set

This bulletin replaces PIC6434A. Please discard PIC6434A.

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|----------|-------------|------|------|-----|---------|---------------|
| | | from | to | from | to | | |
| Chevrolet | Corvette | 2020 | 2023 | All | All | All | All |

| | |
|-----------------------------------|---|
| Involved Region or Country | North America, Europe, Middle East, Japan, Australia/New Zealand |
| Additional Options (RPO) | Front Suspension Lift System (RPO E60) |
| Condition | <p>Some customers may comment that they have seen a Service Front Lift System message displayed on the DIC.</p> <p>Some customers may also comment on a pump noise.</p> <p>Technicians may find one or more of the following DTCs set:</p> <ul style="list-style-type: none"> • C103C: Left Front Strut Position Sensor Signal • C103E: Left Front Strut Position Sensor Signal • Symptom 64: Signal Plausibility Failure (This sub type is used for failures where the control module detects a single input parameter is operating outside the plausible range.) |
| Cause | <p>Note: If there is low mileage on the vehicle or previous service work on this system has been identified, it is possible that air entrapment in the system may be causing this issue.</p> <p>This condition may be caused by air entrapment in the lift system.</p> |

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| Correction | <p>Attempt to operate the front lift system several times. Determine if the codes will reset or if the system will raise briefly and then sink back down. If this occurs, that may indicate that there is indeed air trapped within the front suspension lift system.</p> <p>Follow the published information in SI for these DTCs, paying particularly close attention to "Test B" at the end of the flowchart:</p> <p>Note: For Prime and Bleed procedures to operate correctly, system related DTCs, specifically C103C and C103E, must be moved to HISTORY.*</p> <p>⇒ First perform the Prime Front Suspension Pump procedure with the scan tool two times in an attempt to purge any trapped air bubbles from the system.</p> <p>⇒ Next, raise and lower the front suspension system through 5 complete cycles.</p> <p>If the DTCs reset, perform the <i>Front Hydraulic Suspension Bleed</i> procedure within Service Information and perform an Automatic Level Control System Bleed.</p> <p>Re-evaluate the concern.</p> <p>The Automatic Level Control System Bleed procedure may be performed up to three times, as necessary.</p> <p>As a way to double check the system, a technician can measure the distance between the floor and the lower portion of the vehicle's front fascia. A correctly operating vehicle should reach a front fascia height of at least 35 mm within 4 seconds of pump operation.</p> |
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Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description | Labor Time |
|-----------------|-------------------------------------|------------------------------------|
| 8020652 | Front Hydraulic Suspension Bleeding | Use Published Labor Operation Time |

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| Version | 4 |
| Modified | <p>Released December 06, 2021</p> <p>Revised January 28, 2022 – Added Suspension Pump Noise to Subject and Condition section and added Additional SI Keywords.</p> <p>Revised August 24, 2022 – Added the 2023 Model Year.</p> <p>Revised September 28, 2022 – Updated Correction section information.</p> |

Additional SI Keywords: loud, noisy, pump, assembly, PDI, rattle

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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