



**Bulletin No.:** PIT6255

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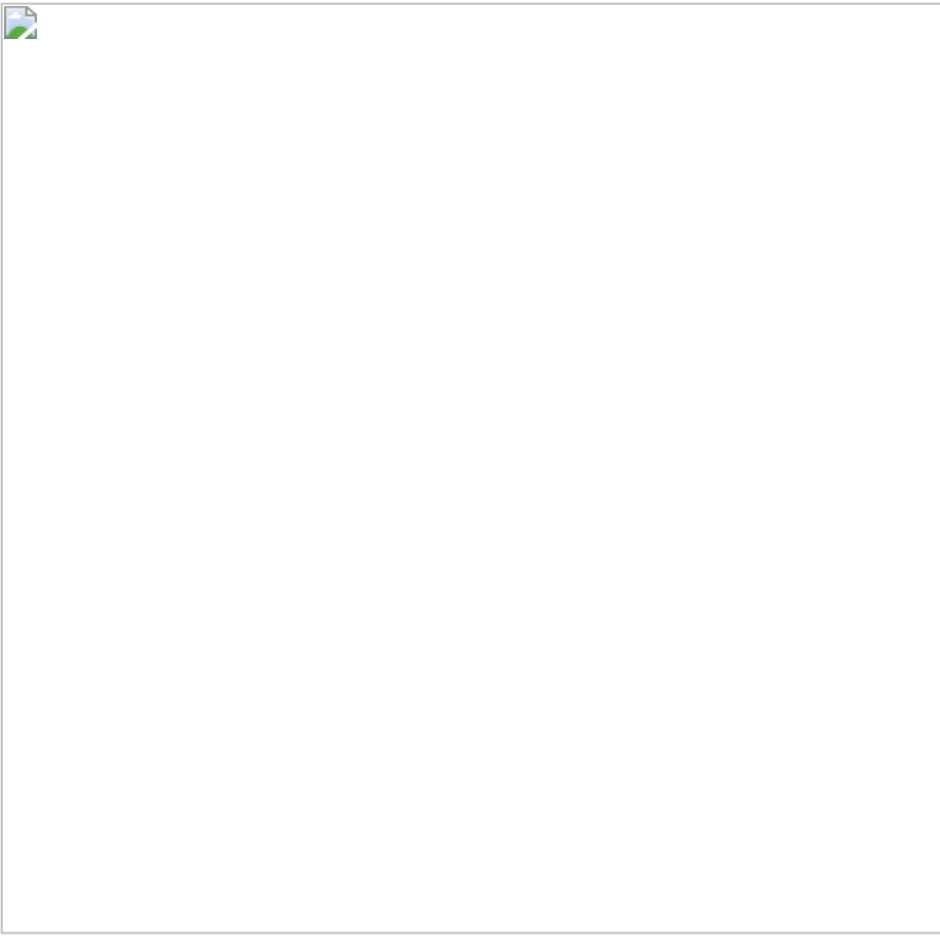
## Preliminary Information

### PIT6255 Diagnostic Tip: Unable to Perform Trim Height Learn Or Trouble Accessing Pressure Data

#### Models

<b>Brand:</b>	<b>Model:</b>	<b>Model Years:</b>	<b>VIN: from to</b>	<b>Engine:</b>	<b>Transmissions:</b>
Cadillac	Escalade Models	2021 - 2024	All	All	All
Chevrolet	Silverado EV	2024 - 2025	All	All	All
Chevrolet	Suburban	2021 - 2024	All	All	All
Chevrolet	Tahoe	2021 - 2024	All	All	All
GMC	HUMMER EV	2022 - 2025	All	All	All
GMC	HUMMER EV SUV	2025	All	All	All
GMC	Sierra Denali EV	2024 - 2025	All	All	All
GMC	Yukon Models	2021 - 2024	All	All	All

<b>Involved Region or Country</b>	<b>North America</b>
<b>Additional Options (RPO)</b>	<b>F47 Air Ride Adaptive Suspension</b>
<b>Condition</b>	<b>Some technicians may state that they are unable to access the pressure data in GDS or are unable to perform the trim height learn after a repair. A technician may also experience an error message that the request is rejected by control module as shown in the picture below.</b>
<b>Cause</b>	<b>This condition may be caused by having the vehicle in the incorrect power mode.</b>



**Correction:**

**If you are experiencing the symptoms above, make sure the vehicle's power mode is in "Service" mode and NOT in "propulsion" mode. This will allow you to review pressure data or perform the trim height learn. Also make sure the suspension system is in Service mode which is selected in the radio settings under vehicle settings.**

**If the vehicle is equipped with a push button start, please perform the following to get vehicle in Service Mode: Press and Hold the S38 On/Off Vehicle Switch for 5 s with foot Off the Brake Pedal; Transmitter in Vehicle**

**If the vehicle is a passive mode vehicle ( hands Free start) without a push button start, please perform the following: vehicle must be OFF, driver's door open, and transmitter in range (brake pedal not applied). Press and release the accelerator pedal three times (within 5 seconds), keeping the accelerator pedal pressed on the third time until vehicle enters " Service" mode.**

**Version History**

<b>Version</b>	<b>1</b>
<b>Modified</b>	<b>10/09/2024 - Created on.</b>