



Bulletin No.: PIT6144G
Published date: 04/17/2025

Preliminary Information

PIT6144G Diagnostic Tip for Service Leveling System Message And DTC: C1197 SYM92

Models

Brand:	Model:	Model Years:	VIN: from to		Engine:	Transmissions:
Cadillac	Escalade	2021 - 2025	All	All	All	All
Cadillac	Escalade ESV	2021 - 2025	All	All	All	All
Chevrolet	Suburban	2021 - 2025	All	All	All	All
Chevrolet	Tahoe	2021 - 2025	All	All	All	All
GMC	HUMMER EV	2022 - 2025	All	All	All	All
GMC	HUMMER EV SUV	2024 - 2025	All	All	All	All
GMC	Yukon	2021 - 2025	All	All	All	All
GMC	Yukon XL	2021 - 2025	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	F47 Air Ride Adaptive Suspension
Condition	<p>Some customers may comment on following concerns:</p> <ul style="list-style-type: none">- Air leveling suspension is inoperative- Service Leveling System message displayed in the DIC- DTC: C1197 SYM 92
Cause	<p>This condition may be caused by a plugged or pinched air inlet hose to the air suspension compressor assembly or may be related to the K5 Automatic level control module software on certain models</p>

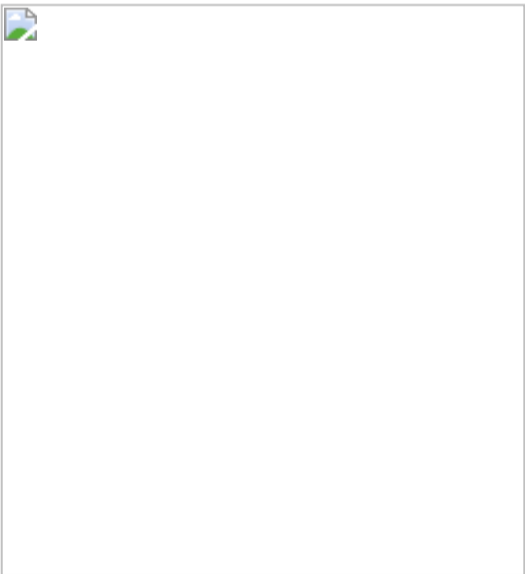
Correction:

If you experience one of the conditions above, please check the following as this may be causing your concern:

Inspect the air suspension compressor air inlet hose for being pinched or twisted and preventing air from entering the air suspension compressor. The air inlet hose assembly is shown as #17 below. If you find the air inlet hose pinched or twisted, repair as needed.



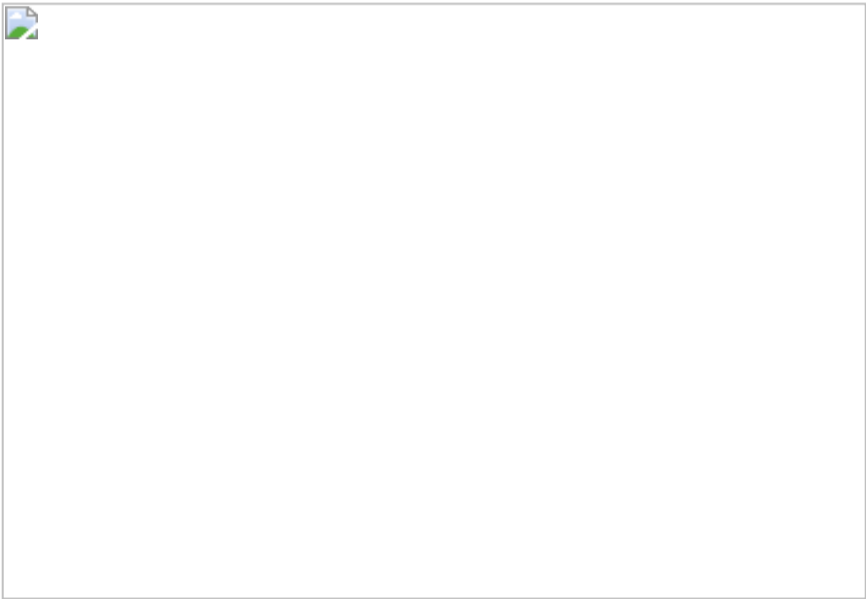
Example of twisted hoses on the 2024 Hummer EV SUV



Example of a pinched hose on a 2023 Cadillac Escalade below:



The 2024 Hummer EV Pickup may have a kinked hose due to an air inlet hose fastener that is located in an incorrect mounting hole that restricts the air inlet hose. See Below:



Locate the air suspension line assembly bracket in the right rear of the vehicle and make sure the air inlet line retainer is attached to the bracket as shown above in the locator hole marked by # 2.

If the hose retainer is in location #1, it will restrict the air inlet hose and you will need to remove the retainer clip and install it in location #2.

For 2025 Full Size Utility & 2024-2025 Hummer EV model,s: new software has been released for the K5 Automatic Level Control Module that improves the DTC C1197 diagnostics. After completing the steps above, use TLC/SPS to repogram the K5 Automatic Level Control Module. On Hummer EV models perform vehicle wide programming. Do not replace any parts.

If the above information did not lead to a root cause, then follow normal SI diagnostics

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
2811255	K5 Automatic Level Control Module Reprogramming With SPS	Use Published Labor Time
Follow TSB 24-NA-143	Software Update on Ultium Vehicles	Use Published Labor Time

Version History

Version	8
Modified	<p>03/28/2024 - Created on.</p> <p>06/21/2024- Updated the correct field to add photo of Hummer EV Pick up.</p> <p>08/08/2024- Updated the correction field to add 2024 Silverado and Sierra EV vehicles.</p> <p>12/13/2024- Updated the correction field to remove 2024 Silverado and Sierra EV vehicles</p> <p>01/27/2025- Updated to add statement in the end of the correction field.</p> <p>02/12/2025- Updated to add 2025 model year.</p> <p>02/27/2025- Updated to add software update for 2025 FST Utility models only</p> <p>04/10/2025- Updated PI to change correction field</p>