Service Bulletin

Bulletin No.: PIE0839

Date: May, 2025

ENGINEERING INFORMATION

Subject: **Engineering Information - Inoperative Lumbar and/or Massage Function Message on Driver Information Center (DIC), Following DTC's U0209, U0210, B196D, B196E DOES NOT Set**

Attention: **Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE, and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.**

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	ESCALADE IQ	2025	2025	—	—	—	—

Involved Region or Country	**U.S. Dealers ONLY**
Additional Options (RPOs)	Equipped with CONTROL - SEAT, MASSAGE, DRIVER / CONTROL - SEAT, MASSAGE, PASSENGER / CONTROL - SEAT, MASSAGE, REAR (RPO's AF6, AKE, ABV)
Condition	Some customers may comment on Inoperative Lumbar and/or Massage Function Message on Driver Information Center (DIC). Technicians may find that the vehicle **DOES NOT** report any of the following DTC's: • U0209 - Lost Communication with Seat Bolster Memory Control Module - Driver • U0210 - Lost Communication with Seat Bolster Memory Control Module - Passenger • B196D - LIN Slave Seat Bolster Memory Control Module - Driver Internal Electronic Failure • B196E - LIN Slave Seat Bolster Memory Control Module - Passenger Internal Electronic Failure
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

Important: This engineering Information (PIE) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

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.

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Important: DO NOT remove power to the Memory Bolster Module. **DO NOT** remove connectors, fuses, or battery.

If you encounter a vehicle with the above concern, contact the engineer listed below for further instructions **BEFORE** making any repairs.

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If an engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2880358*	Engineering Information - Inoperative Lumbar and/or Massage Function Message on (DIC)	0.4 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released May 14, 2025

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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