



Service Bulletin

PRELIMINARY INFORMATION

Subject: Various Concerns Related To The IP Backlighting Cruise Control Steering Wheel Controls Horn

Models: 2007-2013 Cadillac Escalade Models
2007-2013 Chevrolet Avalanche, Silverado, Suburban, Tahoe
2007-2013 GMC Sierra, Yukon Models

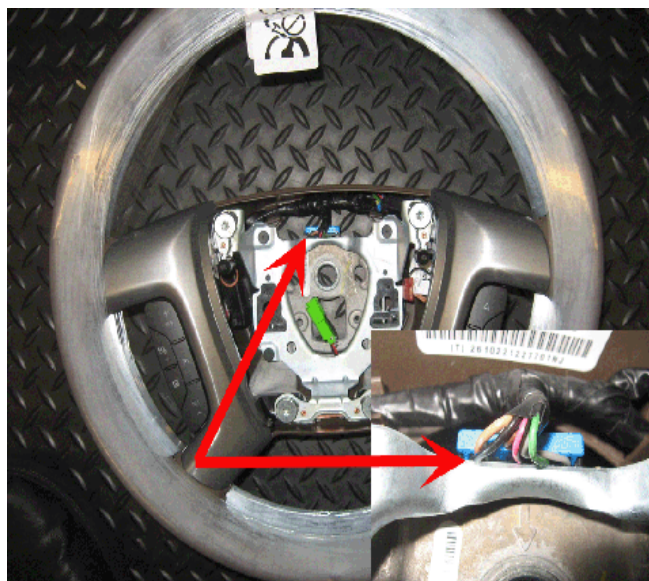
The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some owners may comment on any of the following issues and may have DTC's B0835, B3794, and/or B2610 set in the BCM:

- IP backlighting flashes, flickers or inoperative
- Unwanted horn activation
- Radio controls inoperative or unwanted activation
- OnStar unwanted activation
- Cruise control inoperative

Inspect for a short to ground on the steering wheel near the SIR coil connector X2, see picture below. Depending on which circuit is shorted, this will cause any of the various symptoms mentioned above.



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Recommendation/Instructions

Make necessary repairs to any shorted circuits and then position the wiring so it will no longer make contact with the steering wheel.

Warranty Information

For vehicles repaired under warranty, please use the appropriate warranty labor operation based on the actual cause and repair. The latest version of bulletin 10-00-89-005A: "Warranty Administration - Revised Wiring Repair Labor Operations and Required Additional Information" can be used as a reference.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.