



# Service Bulletin

File in Section: -

Bulletin No.: PI1191

Date: March, 2014

## PRELIMINARY INFORMATION

**Subject:** Service Power Steering and Service Hybrid System Messages After Cold Soak in Cold Ambient Temperatures

**Models:** 2009-2013 Cadillac Escalade Hybrid  
2009-2013 Chevrolet Tahoe Hybrid, Silverado Hybrid  
2009-2013 GMC Sierra Hybrid, Yukon Hybrid

### Condition/Concern

Some customers may comment on any of the following:

- Service Power Steering message displayed on the driver information center (DIC)
- Service Hybrid System message displayed on the driver information center (DIC)
- Charging System indicator lamp on
- Loss of power steering assist
- Loss of 12 volt battery power

These conditions may occur immediately after start up after a cold soak in cold ambient temperatures at approximately -11°C to -20°C (12°F to -4°F).

When checking the vehicle for DTCs, the DC Converter Control Module may report U1821, U182A and C0895 active or in history.

### Recommendation/Instructions

**Note:** This concern can only be duplicated after a cold soak in extreme cold temperatures as noted above.

Engineering is aware of this concern and working on a part resolution. Once parts become available this PI will be updated. Please **DO NOT** replace any power steering components as this will not correct the concern.

### Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle. In the meantime customers should avoid this ambient temperature window (i.e. park in the garage, etc.) whenever possible.