



Bulletin No.: PIT6144F
Published date: 02/27/2025

Preliminary Information

PIT6144F Diagnostic Tip for Service Leveling System Message And DTC: C1197 SYM92

Models

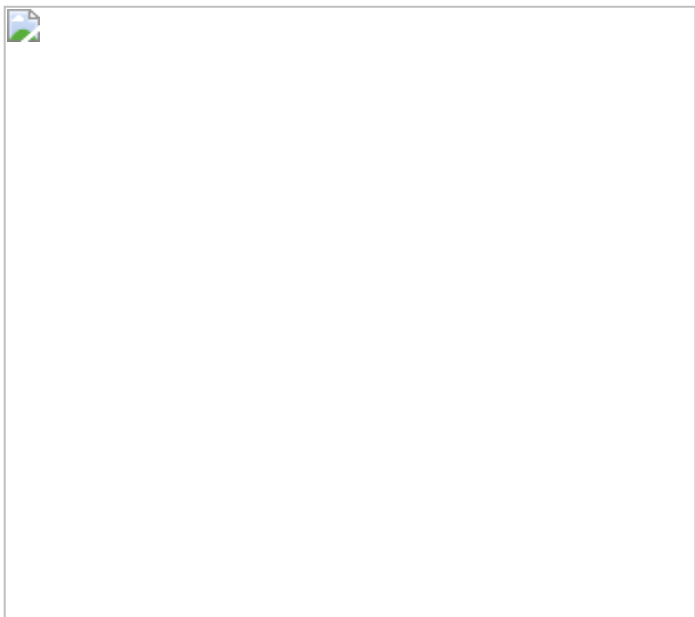
Brand:	Model:	Model Years:	VIN: from to		Engine:	Transmissions:
Cadillac	Escalade	2021 - 2025	All	All	All	All
Cadillac	Escalade ESV	2021 - 2025	All	All	All	All
Chevrolet	Suburban	2021 - 2025	All	All	All	All
Chevrolet	Tahoe	2021 - 2025	All	All	All	All
GMC	HUMMER EV	2022 - 2025	All	All	All	All
GMC	HUMMER 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	Some customers may comment on following concerns: - Air leveling suspension is inoperative - Service Leveling System message displayed in the DIC - DTC: C1197 SYM 92
Cause	This condition may be caused by a plugged or pinched air inlet hose to the air suspension compressor assembly.

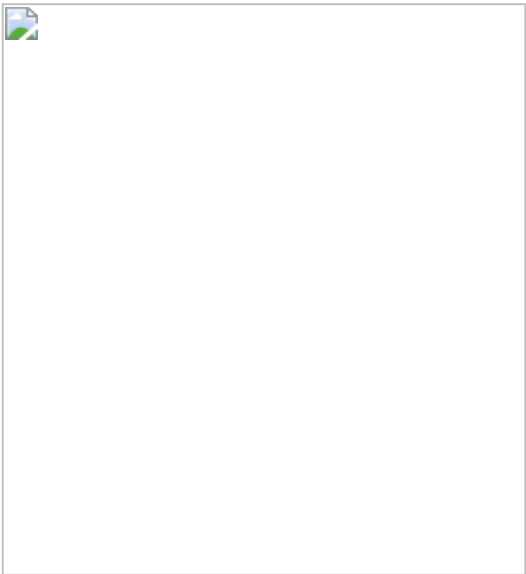
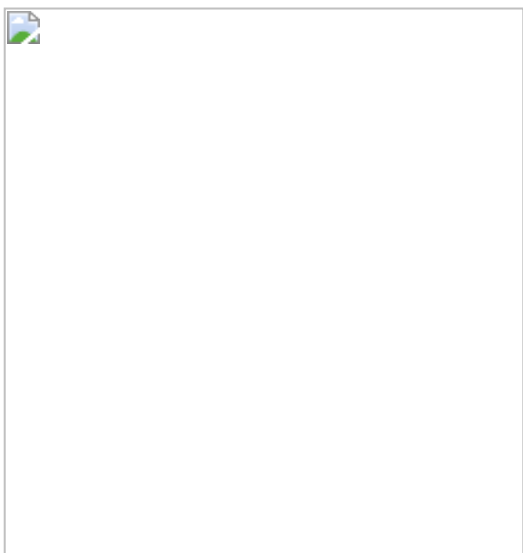
Correction:

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.



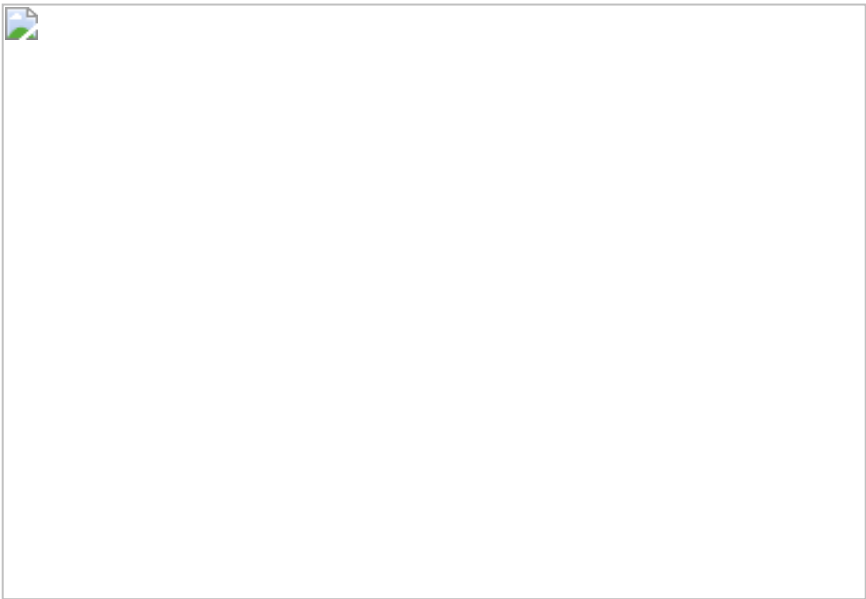
Example of twisted hoses on the 2024 Hummer EV SUV



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.

Note: Engineering is reviewing the diagnostic for C1197 SYM 92 in SI which instructs technicians to replace the Air Suspension Control Module Manifold or the Automatic Level Control Module. Unless there is visual evidence that there is an issue with either of these components, do not replace them until the suspension air compressor is replaced and the vehicle is re-evaluated for the C1197 SYM 92 DTC.

For 2025 Full Size Utility (Except Hummer EV): If a root cause was not found with the above information, and before replacing any parts, reprogram the K5 Automatic level control module with the latest version available in SPS/TLC. Engineering has released updates to correct DTC: C1197 SYM 92.

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
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Version History.

Version	7
Modified	03/28/2024 - Created on. 06/21/2024- Updated the correct field to add photo of Hummer EV Pick up. 08/08/2024- Updated the correction field to add 2024 Silverado and Sierra EV vehicles. 12/13/2024- Updated the correction field to remove 2024 Silverado and Sierra EV vehicles 01/27/2025- Updated to add statement in the end of the correction field. 02/12/2025- Updated to add 2025 model year. 02/27/2025- Updated to add software update for 2025 FST Utility models only