



Bulletin No.: PIT6304B
Published date: 03/24/2025

Preliminary Information

PIT6304B Diagnostic Aid: Service Leveling System Message And DTC: C1197 SYM92

Models

Brand:	Model:	Model Years:	VIN: from to	Engine:	Transmissions:
Chevrolet	Silverado EV	RST 2024 - 2025	All	All	All
GMC	Sierra Denali EV	2024 - 2025	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 or an internal suspension compressor assembly issue.

Correction:

If you experience one of the conditions above, please check the following:

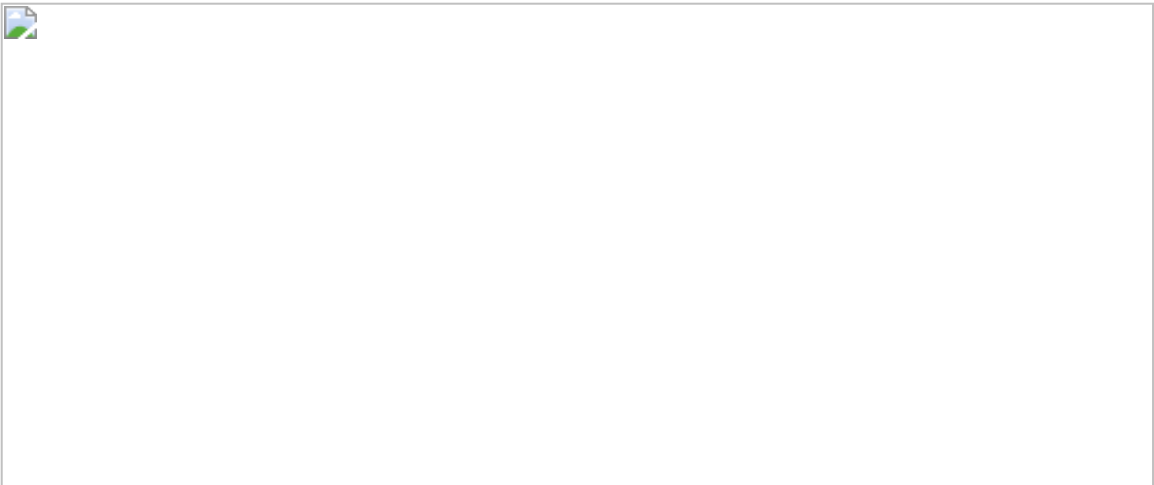
1) Inspect the air suspension compressor air inlet hose for being pinched or twisted and preventing air from entering the air suspension compressor. The air inlet hose assembly is shown as #17 below. If you find the air inlet hose pinched or twisted, repair as needed.

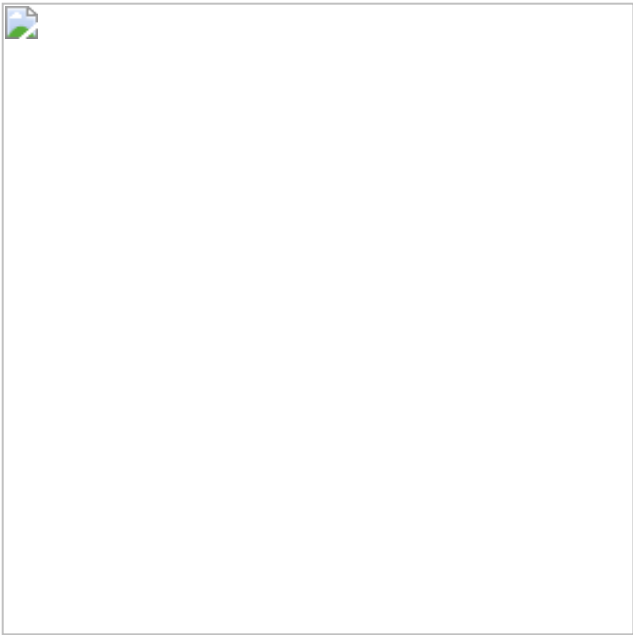


Silverado RST EV or GMC Denali EV may have a twisted hose near the inline air inlet filter. See example below:

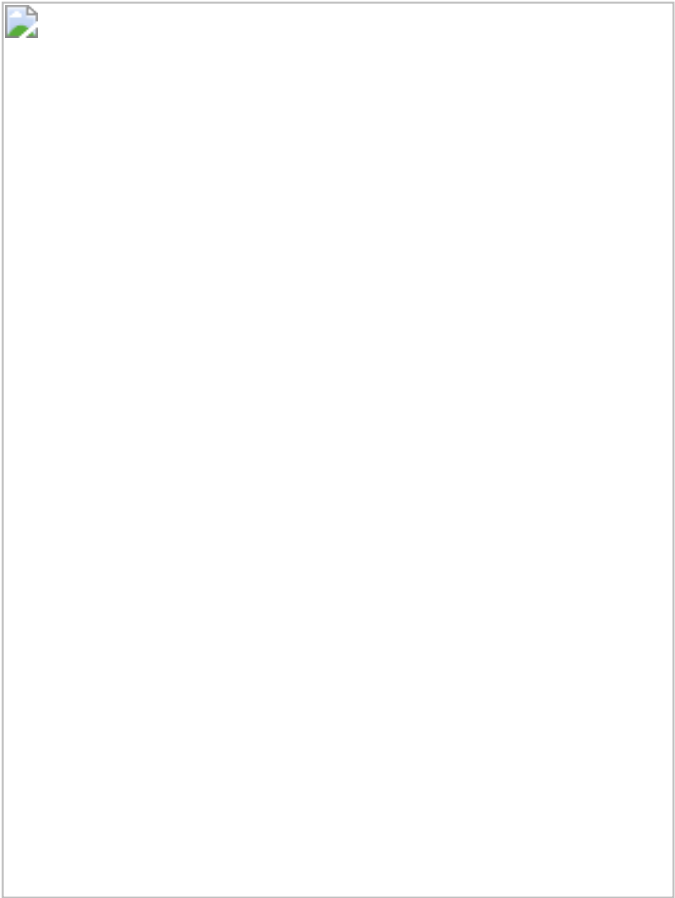


2) Inspect the inlet hose inside of the vehicle (under the rear seat) for being blocked by the rear harness. Check to see if the harness is laying on top of the air inlet hose nipple located to the right of the audio amplifier. See photos below:





If the harness is restricting the air inlet hose, detach the harness retainer from the mounting stud and rotate the harness to provide additional clearance to the air inlet hose. If the harness clip becomes damaged during repair, install a new harness clip PN 13596799 and resecure the harness to the mounting stud.



3) If neither concern was found in steps 2 & 3, new software has been released to correct this condition that resides within the K5 Automatic Level Control Module. Perform a vehicle wide programming update per TSB [24-NA-143](#).

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
Follow TSB 24-NA-143	Software Update on Ultium Vehicles	Use published time in bulletin

Version History

Version	3
Modified	12/13/2024 - Created on. 01/27/2025- To make changes to correction field 03/24/2025- Add software update to correction field to address the C1197 DTC