



Service Bulletin

Bulletin No.: PIE0834

Date: May, 2025

ENGINEERING INFORMATION

Subject: Engineering Information - Hood Will Not Latch, Open and/or Gets Stuck, Hood Ajar Message Displayed on Driver Information Center (DIC), DTCs P257D, P257E, P257F, B1C80, B1C81, B1C85, B1C89, B1C8C, B1C8D, B1CB5, B1CBF 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	—	—	—	—
Chevrolet	Silverado EV	2024	2025				
GMC	HUMMER EV	2022	2025				
	HUMMER EV SUV						
	Sierra EV	2024	2025				

Involved Region or Country	U.S. Dealers ONLY
Additional Options (RPOs)	Equipped with HOOD CONTROL - POWER (RPO AHV)
Condition	Some customers may comment on having one or more of the following conditions: - Hood will not latch - Hood will not open - Hood gets stuck - Hood ajar message displayed on driver information center (DIC) Technicians may find the following DTCs set: • P257D-00 Engine Hood Switch Performance • P257E-00 Engine Hood Switch Circuit Low • P257F-00 Engine Hood Switch Circuit High • B1C80-16 Front Closure Position Sensor Signal 1 Circuit Voltage Below Threshold • B1C80-17 Front Closure Position Sensor Signal 1 Circuit Voltage Above Threshold • B1C80-29 Front Closure Position Sensor Signal 1 Signal Invalid • B1C81-16 Front Closure Position Sensor Signal 2 Circuit Voltage Below Threshold • B1C81-17 Front Closure Position Sensor Signal 2 Circuit Voltage Above Threshold

	• B1C85-29 Front Closure Latch Neutral Status Signal Invalid • B1C89-11 Front Closure Cinch Latch Motor Cinch Control Circuit Short To Ground • B1C89-12 Front Closure Cinch Latch Motor Cinch Control Circuit Short to Battery • B1C8C-16 Front Closure Position Sensor 2 Signal 1 Circuit Voltage Below Threshold • B1C8C-17 Front Closure Position Sensor 2 Signal 1 Circuit Voltage Above Threshold • B1C8C-29 Front Closure Position Sensor 2 Signal 1 Signal Invalid • B1C8D-16 Front Closure Position Sensor 2 Signal 2 Circuit Voltage Below Threshold • B1C8D-17 Front Closure Position Sensor 2 Signal 2 Circuit Voltage Above Threshold • B1CB5-11 Front Closure Open/Close Motor Open Control Circuit Short to Ground • B1CB5-12 Front Closure Open/Close Motor Open Control Circuit Short to Battery • B1CB5-13 Front Closure Open/Close Motor Open Control Circuit Open • B1CBF-07 Front Closure Cinch Latch Motor - Left Mechanical Failure • B1CBF-67 Front Closure Cinch Latch Motor - Left Signal Incorrect After Event
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: 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.

Important: This Engineering Information (EI) 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

If you encounter a vehicle with the above concern, contact the engineer listed below **BEFORE** performing any diagnosis and/or part replacement.

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
2081108*	Engineering Information - Hood Will Not Latch, Open and/or Gets Stuck, Hood Ajar Message on (DIC)	0.3 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released May 02, 2025

