



Preliminary Information

PIT5445C Diagnostic Tip - Service Driver Assist Message

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade	2015 - 2019	All	All	All	All
Chevrolet	Silverado 1500	2014	All	All	All	All
Chevrolet	Silverado	2015 - 2018	All	All	All	All
Chevrolet	Silverado LD	2019	All	All	All	All
Chevrolet	Suburban	2015 - 2019	All	All	All	All
Chevrolet	Tahoe	2015 - 2019	All	All	All	All
GMC	Sierra 1500	2014	All	All	All	All
GMC	Sierra	2015 - 2018	All	All	All	All
GMC	Sierra Limited	2019	All	All	All	All
GMC	Yukon	2015 - 2019	All	All	All	All

With Safety Alert Seat

Supersession Statement

This PI was superseded to update the Model Years. Please discard PIT5445B.

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

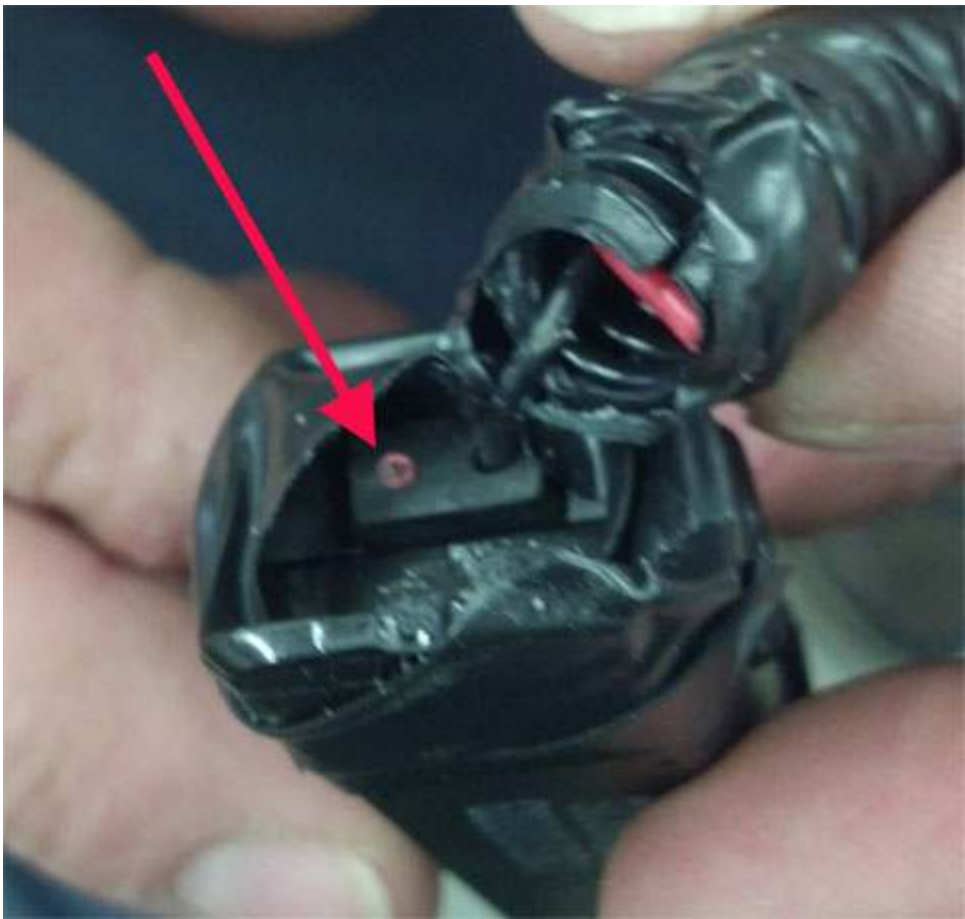
Condition / Concern

Some customers may notice any of the following:

- Service Driver Assist message displayed on the DIC.
- If the "Collision/Detection Systems Alert Types" is set to "Safety Alert Seat", the customer may notice it has changed to "Beeps".
- Because the Front and/or Rear Parking Assist System can use the alert seat, a customer may comment on issues with the Front/Rear Parking Assist System.

There have been some reports that no DTC's have been stored, but a B172E and/or B172F may be set in the Seat Memory Control Module.

This concern could be caused by a Driver's Cushion Haptic Seat Motor circuit opened/high resistance near the motor, see pictures below.



Recommendations / Instructions

The safety alert seats provide a vibration to alert the driver in certain circumstances. There are two motors in the driver seat cushion. Either the right, left, or both motor(s) can run, depending on the alert. The seat memory control module provides the output voltage for the motors.

Using the scan tool, go into the Seat Memory Control Module and command on the left and right driver's cushion haptic seat motors. If a haptic seat motor does not operate, follow SI and perform further diagnosis.

Tip: The haptic seat motor has a pigtail lead coming off the motor. In many cases, the wiring pigtail near the haptic seat motor has broken. Do not repair the pigtail wiring, replace the haptic seat motor.

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.

