

2021 Chevy Truck Tahoe 4WD V8-5.3L

Vehicle > Steering and Suspension > Suspension > Suspension Control ( Automatic - Electronic ) > Compressor/Pump > Technical Service Bulletins

DIAGNOSTIC TIP FOR SERVICE LEVELING SYSTEM MESSAGE AND DTC: C1197 SYM92

## #PIT6144D: Diagnostic Tip for Service Leveling System Message And DTC: C1197 SYM92 - (Jan 29, 2025)

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



Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021-2024		All	All	All	All
Chevrolet	Suburban	2021-2024		All	All	All	All
Chevrolet	Tahoe	2021-2024		All	All	All	All
GMC	HUMMER EV	2022-2024		All	All	All	All
GMC	HUMMER EV SUV	2024		All	All	All	All
GMC	Yukon Models	2021-2024		All	All	All	All

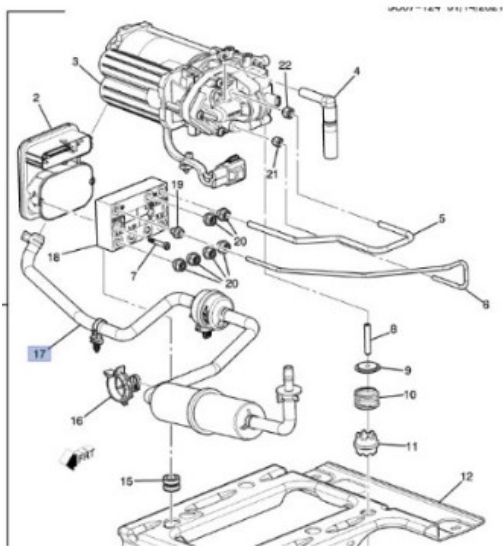
Involved Region or Country	North America
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Additional Options (RPO)	F47 Air Ride Adaptive <u>Suspension</u>
<b>Condition</b>	<p>Some customers may comment on following concerns:</p> <ul style="list-style-type: none"> <li>- Air leveling suspension is inoperative</li> <li>- Service Leveling System message displayed in the DIC</li> <li>- DTC: C1197 SYM 92</li> </ul>
<b>Cause</b>	This condition may be caused by a plugged or pinched air inlet hose to the <u>air suspension compressor assembly</u> .

**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.



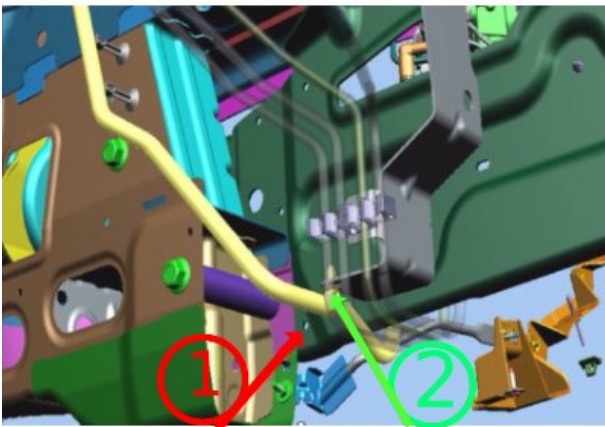
Example of twisted hoses on the 2024 Hummer EV SUV



Example of a pinched hose on a 2023 Cadillac Escalade below:



The 2024 Hummer EV Pickup may have an 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.

<b>Version</b>	5
<b>Modified</b>	<p>03/28/2024 - Created on.</p> <p>06/21/2024- Updated the correct field to add photo of Hummer EV Pick up.</p> <p>08/08/2024- Updated the correction field to add 2024 Silverado and Sierra EV vehicles.</p> <p>12/13/2024- Updated the correction field to remove 2024 Silverado and Sierra EV vehicles</p> <p>1/27/25 – Updated to add statement in the end of the correction field</p>

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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