



Service Bulletin

Bulletin No.: 21-NA-197

Date: November, 2021

TECHNICAL

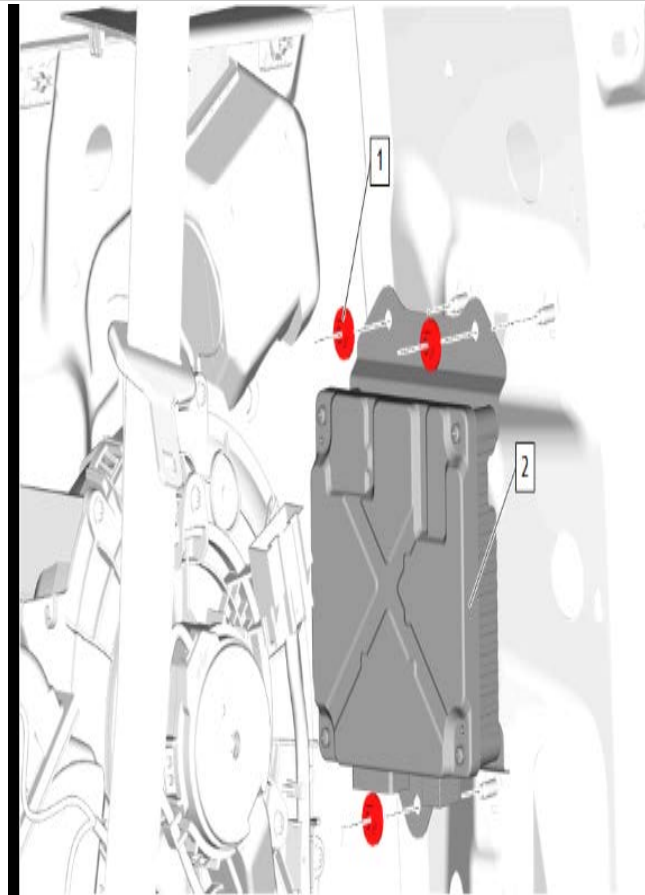
Subject: Power to the 110V/120 Outlet is Interrupted During an Auto Stop/Start Event (United States ONLY)

This bulletin replaces PIT5787A. Please discard PIT5787A.

Brand:	Model:	Model Year:		Date Breakpoints:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2021	SOP	June 2, 2021	All	All
Chevrolet	Suburban						
	Tahoe						
GMC	Yukon Models						

Involved Region or Country	United States, Canada
Additional Options (RPOs)	Without 9C1 (SALES PACKAGE-POLICE VEHICLE), Equipped with ENTERTAINMENT PKG-RR SEAT, DUAL DISPLAY, SEAT BACK (UW9)
Condition	Some customers may comment the 110/120 volt power outlets are inoperative during an Auto Stop/Start event. The 110 VAC outlet may have experienced a power interruption during the start of the vehicle.
Cause	The cause of this condition may be a concern within the T1 DC/AC Converter Control Module.

Correction



5569856

Replace the Accessory AC and DC Power Control Module (2). The new module has hardware and software modifications to maintain limited operation during Auto-Start events.

Refer to *Accessory AC and DC Power Control Module Replacement*, in SI.

Parts Information

Causal Part	Description	Part Number	Qty
X	MODULE ASM-ACSRY AC & DC PWR CONT (W/BRKT	84981765	1

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
5486228*	New Accessory AC and DC Power Control Module Replacement	Escalade - 1.0 hr All Other Models - 1.1 hr

*This is a unique Labor Operation for Bulletin use only.

Version	1
Modified	Released November 15, 2021

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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