



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** PROGRAM CLUSTER Message Present For 1 - 2 Seconds When Ignition Key Turned To Run Position

**Models:** 2013 GMC Acadia AWD  
Built Prior To VIN 1GKKVRKD4DJ123190

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

### Condition/Concern

A Program Cluster Message may be present when the ignition key is turned to the run position for approximately 1 second and then the cluster will operate in a normal fashion.

### Recommendation/Instructions

This concern may be caused by incomplete programming of the IP Cluster during assembly of the vehicle.

**Note:** Only AWD models built prior to the VIN reflected above have the potential for this condition.

This issue can be corrected by programming the cluster with the service calibrations available through SPS.

On vehicles received at the dealer built before the VIN breakpoint, they should be inspected for this condition at PDI and perform the repairs necessary to correct this condition prior to retail sale.

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
N4199	Instrument Panel Cluster Reprogramming with SPS	Use Published Labor Operation Time

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.

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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