PRELIMINARY INFORMATION

Subject: **Speedometer Shows 6% High in Cluster**

Models: **2012 Buick Verano (Canada)**
Vehicles Built Prior to February 2, 2012

> **This PI is being revised to update Warranty Information. Please discard PI0687.**

Condition/Concern

Some customers may comment that the speedometer displays a higher speed when compared to Global Positioning System (GPS) or other vehicles.

The instrument panel cluster (IPC) calibration is incorrect and shows the speed 6% high.

Recommendation/Instructions

Reprogram the instrument panel cluster (IPC) with the latest calibration to correct this issue.

An updated software calibration has been released to address these conditions.

BEFORE beginning the programming/reprogramming event, please refer to the Programming/Reprogramming Checklist section in this bulletin.

1. Verify the battery voltage is more than 12 volts but less than 16 volts before proceeding with reprogramming. The battery must be fully charged **BEFORE** reprogramming a control module.

2. During reprogramming, the battery voltage must be maintained within the proper range of 12-15.5 volts. **CONNECT** the approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool (EL-49642) to the vehicle or the GR8 (EL50313) in the power supply mode.

   ⇒ If the above recommended tools are not available, **DO NOT** connect a battery charger to the vehicle. **CONNECT** a fully charged 12V jumper or booster pack that is disconnected from the AC voltage supply.

Notice: **It is essential that the TIS terminal, MDI, Tech 2® and/or Scan Tool are updated with the latest software available.**

3. Verify that the devices being used are updated with the latest available software version **BEFORE** beginning the reprogramming event.

4. **BEFORE** beginning reprogramming you **MUST** refer to **Control Module References** in SI for the appropriate Programming and Setup procedures.

5. If a wireless connection will be used for reprogramming, a secure service department connection **MUST** be used. **DO NOT** use any public WiFi connection from the customer lounge.

6. Reprogram the instrument panel cluster (IPC) using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the SPS procedures in SI.

Programming/Reprogramming Checklist

- Turn OFF or disable any electrical system, accessory or component that may put an additional electrical load on the vehicle battery during reprogramming.

- Only program a module when you have been instructed to by Service Information (SI), a Bulletin, TAC or a Techline operator.

- You **MUST** refer to **Control Module References** in SI for the appropriate Programming and Setup procedures.

- Thoroughly review the Service Programming System (SPS) in SI **BEFORE** reprogramming any module.

- Some modules will require specific additional programming setup events to be performed **BEFORE** reprogramming. Refer to **Control Module References** for the appropriate Programming and Setup procedures in SI.

- Capture and record the Engine Oil Life Remaining information. Record the Engine Oil Life Remaining as a percentage (%).
- Follow all on-screen instructions in SPS. Verify that the ignition switch is in the proper position.
- If a wireless connection will be used for reprogramming, a secure service department connection **MUST** be used. **DO NOT** use any public WiFi connection from the customer lounge.
- **DO NOT** run other programs on the computer while reprogramming.
- Use the approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or the GR8 (EL50313) in the power supply mode.
- **DO NOT** disturb the vehicle, programming device(s) or operate any of its features during reprogramming.
- Some modules will require specific additional programming setup events to be performed **AFTER** reprogramming. Refer to **Control Module References** for the appropriate Programming and Setup procedures in SI.
- Use a Scan Tool to reset the Engine Oil Life Remaining information to the previous percentage (%) that was recorded before starting the reprogramming event.
- Verify that all DTCs are cleared after performing the reprogramming event.
- In the event of an interrupted or unsuccessful reprogramming event, document the SPS Error. DO NOT cycle the ignition. DO NOT replace the ECM. Refer to PI0592A: Service Programming System (SPS) Errors in SI.
- If further assistance is required call Techline at 1-800-828-6860 (English) or 1-800-503-3222 (French).

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Warranty Information

For vehicles repaired under warranty, use:

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