



Service Bulletin

PRELIMINARY INFORMATION

Subject: Instrument Cluster Goes Blank, Lights Turn On and Off, Gauge Pointers Drop

Models: 2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500
Equipped with Uplevel Cluster (RPO UDD)
and Built Prior to VIN Breakpoints Listed Below

Plant	VIN	Date
Silao	3GCUKREC4EG277899	October 25, 2013
Fort Wayne	1GCNKREC0EZ183085	October 28, 2013

Condition/Concern

Some customers may comment that the instrument cluster goes blank, I/P lights turn on and off and that the gauge pointers drop and return.

This condition may be caused by a software anomaly.

Recommendation/Instructions

An updated software calibration has been released to address the above conditions. Update the instrument panel cluster using a **USB FLASH DRIVE** and the Service Programming System (SPS) with the files available on TIS2WEB. Refer to the SPS procedures in SI.

Important: This procedure is a USB flash drive programming event. This **IS NOT** a **standard** TIS2WEB programming event. This procedure requires a USB 2.0 flash drive. The minimum USB flash drive capacity requirement is 4 GB. The software downloaded to the USB flash drive can be used to update all vehicles involved in this bulletin.

Any existing data on the USB flash drive will be erased during the TIS2WEB-to-USB flash drive download process. To ensure important data **IS NOT** deleted from the USB flash drive, transfer the data from the USB flash drive onto another approved data storage device **BEFORE** attempting to download software from TIS2WEB.

Once the software is downloaded to the USB, **DO NOT** add any data to the storage device.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810195	Instrument Cluster Reprogramming with SPS	Use Published Labor Operation Time