



Service Bulletin

File in Section: -

Bulletin No.: PIE0254

Date: April, 2013

PRELIMINARY INFORMATION

Subject: Engineering Information – Program Cluster Message and/or Random Warning Messages Displaying in the Driver Information Center (DIC)

Models: 2013 Chevrolet Volt

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL – refer to Service Bulletin 04-00-89-053E for more details on the use of Engineering Information PIs.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on a “Program Cluster” message and/or random warning messages displaying in the driver information center (DIC). These messages may intermittently pop-up or display.

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to “root cause” the customer’s concern and develop/validate a field fix.

Instructions

Important: DO NOT reprogram the instrument cluster prior to calling the engineer.

If you encounter a vehicle with the above concern, please document the following information and contact the engineer listed below for further instructions. Depending on the location of the vehicle, the engineer may want to visit the dealership to examine the vehicle prior to attempting any repairs or to direct the diagnostic process.

Customer Information

- Last 8 digits of the VIN.
- Mileage issue was first noticed.
- List of displayed pop-ups including “Program Cluster.”

Cluster Information Using GDS2

- Programmed Date
- XML Data File Part Number
- Software Module 1 Identifier part number
- DTCs

Contact Information

Engineer Name	Phone Number
Greg Lietz	248-420-6597

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
N9705*	Engineering Information – Program Cluster Message Displayed	0.5 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		