



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Instrument Panel Cluster 'Menu Options' Resets During Ignition Crank

**Models:** 2014 Chevrolet Impala

*This PI has been revised to include Warranty Information. Please discard PI1193.*

### Condition/Concern

Some customers may experience a reset of their menu options (i.e. set Trip B). The reset will occur during ignition crank and may cause the 'menu options' to reset to their default options. The reset may also cause the cluster to return to the Audio page, but when the reset happens the menu options will return to the cluster default.

### Recommendation/Instructions

An updated software calibration has been released to address this condition. Update the cluster using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the SPS procedures in SI.

### Warranty Information

For vehicles repaired under warranty, use:

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

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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