SB-10055116-7712

File in Section: -

Bulletin No.: PIE0288

Date: February, 2014

Service Bulletin

PRELIMINARY INFORMATION

Subject: **Engineering Information – Instrument Panel Cluster (IPC) Analog Gauges Inoperative**

Models: **2014 Chevrolet Corvette**

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 the latest version of Service Bulletin 04-00-89-053 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 that at ignition ON the three instrument panel cluster analog gauges do not move. The gauge pointers are held at the minimum value for the fuel, engine coolant temperature and tachometer gauges. This will be seen over multiple ignition cycles.

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

Confirm the customer concern. DO NOT remove the IPC fuse or disconnect the battery. Please leave the vehicle in the Accessory Mode and connect to a battery charger. We would like to request that the vehicles Media Oriented Systems Transport (MOST) bus stay active. Contact one of the engineers listed below for further instructions. Depending on the location of the vehicle, the engineer may want to visit the dealership.

Contact Information

Engineer Name	Phone Number
Cindy Houeiss	248-212-5630
Fred Zoorob	586-419-8488

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
2680058*	Engineering Information – Instrument Panel Cluster Gauges Inoperative	0.2 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		