



# Service Bulletin



**SB-10056601-1196**

## CUSTOMER SATISFACTION PROGRAM

**SUBJECT: CLUSTER TRIP ODOMETER RESET AND CLUSTER WAKE-UP**

**MODELS: 2014 CHEVROLET CRUZE  
2014/2015 CHEVROLET ORLANDO**

### CONDITION

Trip odometer may reset intermittently by itself with beep sound while driving on Trip menu mode and Cluster DIC(Driver Information Center) may be illuminated by itself in key off condition. If Cluster MCU(Micro Controller Unit ) wake-up is happened in key off position, some customers may experience No engine start due to battery discharge between 6 hours and 16 days.

### CORRECTION

Reflash Instrument Panel Cluster (IPC) Calibration.

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

### PART INFORMATION

No parts are required.

### SERVICE PROCEDURE

**Note: Carefully read and follow the instructions below.**

- Do NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Refer to the appropriate section(s) in eSI for Instrument Panel Cluster Reprogramming.

### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Operation Code	Labor Operation Description	Labor Time M/H	
		Cruze	Orlando
9101091	IPC Reprogramming	0.3	0.4

Casual Part No.(Instrument Cluster): 95080027 for Cruze, 95079980 for Orlando

### DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



We Support  
Voluntary Technician  
Certification

**DD MM 2014**

Dear Chevrolet Owner,

With this letter, we would like to inform you of our decision to implement a Customer Satisfaction Program for certain 2014 model year Chevrolet Cruze and 2014~2015 model year Chevrolet Orlando vehicles.

Chevrolet has detected that the trip odometer in certain Subject Vehicles may be reset intermittently by itself with a beep sound during trip menu mode driving and cluster Driver Information Center (DIC) may be illuminated by itself in key off condition. If the cluster Micro Controller Unit (MCU) wake-up occurs in key off position, the vehicle may not start due to battery discharge within 6 hours and 16 days, depending on the vehicle conditions.

According to our records, you own a vehicle which is subject to this customer satisfaction program. We hereby request you to visit your dealer or authorized service center to have your vehicle immediately serviced. Your dealer or authorized service center will reprogram the cluster software at free of charge.

Please contact your dealer or authorized service center to schedule an appointment for this customer satisfaction program. Service instructions have already been sent to your dealer and authorized service center, and this service can be completed in less than 30 minutes. If your dealer or authorized service center has a number of vehicles awaiting service, then there may be additional time required.

If you have any questions or concerns, please feel free to contact your dealer or Chevrolet Customer Relations Department at -----.

We apologize for inconvenience.

Sincerely,  
[Chevrolet]