



**SB-10057011-1282**

File in Section: -

Bulletin No.: PI1325

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## Service Bulletin

# PRELIMINARY INFORMATION

**Subject:** Instrument Cluster Goes Blank, Lights Turn On and Off, Gauge Pointers Drop, Bluetooth Pairing Issues

**Models:** 2014 Chevrolet Silverado 1500  
2014 GMC Sierra 1500

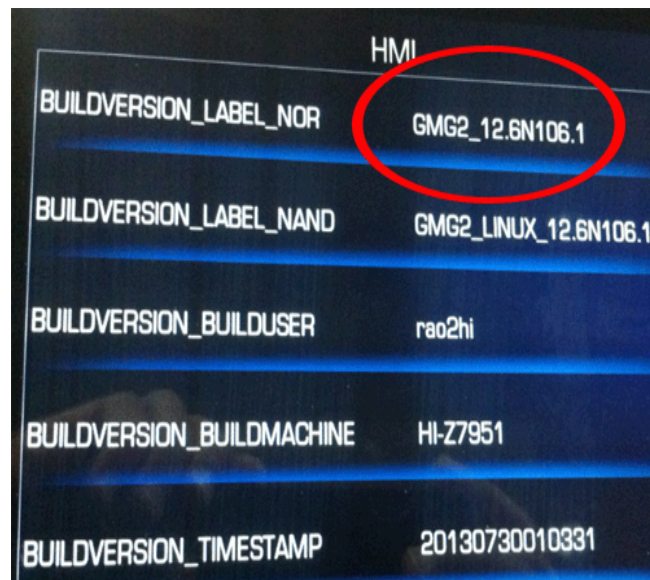
### Condition/Concern

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 and bluetooth pairing issues.

This may be caused by a software anomaly and only occurs when a bluetooth device is paired.

### Recommendation/Instructions

**Note:** DO NOT replace or reprogram the IPC for this issue. Follow the steps below.



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Before updating software, check the HMI (Human Machine Interface) build version. The HMI build version label should be GMG2.12.6N106.1 or earlier.

**Caution:** If the software version is later than GMG2.12.6N106.1, damage to the HMI module may occur. DO NOT PROCEED WITH THIS PI.

To verify the HMI build version, on the radio push the following button combination together (see below), then select HMI from the onboard development screen.

Chevrolet/GMC

Power+Menu+Home

An updated software calibration has been released to address the above conditions. Update the HMI Module 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.

After USB programming has been completed, reprogram the HMI module, this time using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the SPS procedures in SI.

Clear any DTCs.

**Important:** The vehicle modules **MUST** go to sleep for 5 minutes after programming the HMI module by turning off the ignition and closing all doors. If not, the vehicle may not have sound, blank screen, no touch response or the wrong splash screen may appear on the screen. If this happens, shut off the vehicle and wait the required 5 minutes before starting the vehicle again.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2880168*	Reprogram HMI Module (NAV Radio)	0.9 hr
	Reprogram HMI Module (NON NAV Radio)	0.8 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		