Service Bulletin

PRELIMINARY INFORMATION

Subject: **Improper and Incomplete Instrument Cluster Programming**

Models: **2014 Buick LaCrosse, Regal**
2014 Cadillac ATS, CTS Sedan (VIN A), ELR, SRX, XTS
2014 Chevrolet Impala, Silverado 1500
2015 Chevrolet Silverado, Suburban, Tahoe
2014 GMC Sierra 1500
2015 GMC Sierra, Yukon

This PI has been revised to add additional information. Please discard PI1212.

Analysis has shown that all the programming steps to update the instrument clusters software on Next Generation Infotainment vehicles are not being completed properly.

Important: Failure to properly follow Service Information Programming Instructions can result in unnecessary component replacement.

If a software update is to be performed on an instrument cluster that is considered next generation infotainment, the technician must follow the instructions in SI for programming the IPC.

ALL STEPS MUST BE PERFORMED.

Note: Carefully read and follow the instructions below.

These instructions can be found by selecting the vehicle being programmed in SI.

- It is highly recommended that a wired MDI connection be used for the IPC updates.
- In the event of an interrupted or unsuccessful programming event, perform the following steps:
  - DO NOT turn the ignition OFF. Ensure that all IPC, DLC and programming tool connections are secure and the TIS terminal operating software is up to date.
  - Attempt to reprogram the IPC.
  - If the IPC can still not be programmed, turn the ignition OFF, disconnect battery, and wait for at least two minutes.
  - Connect battery, turn the ignition ON and attempt to reprogram the IPC. The IPC should program.

1. Select the link under Service Manual/Bulletin.
2. Select Diagnostic Overview, Starting Point, and Programming.
3. Select Programming and Setup.
4. Select Repair Instructions.
5. Select Instrument Cluster Programming and Setup.

In the event of an interrupted or unsuccessful programming event, perform the following steps:

1. DO NOT turn the ignition OFF. Ensure that all IPC, DLC and programming tool connections are secure and the TIS terminal operating software is up to date.
2. Select Programming Process "Replace and Program ECU" for the IPC in TIS2WEB.
3. If the IPC can still not be programmed, turn the ignition OFF, disconnect the battery, and wait for at least two minutes.

Select Programming Process

Reprogram ECU
Replace and Program ECU
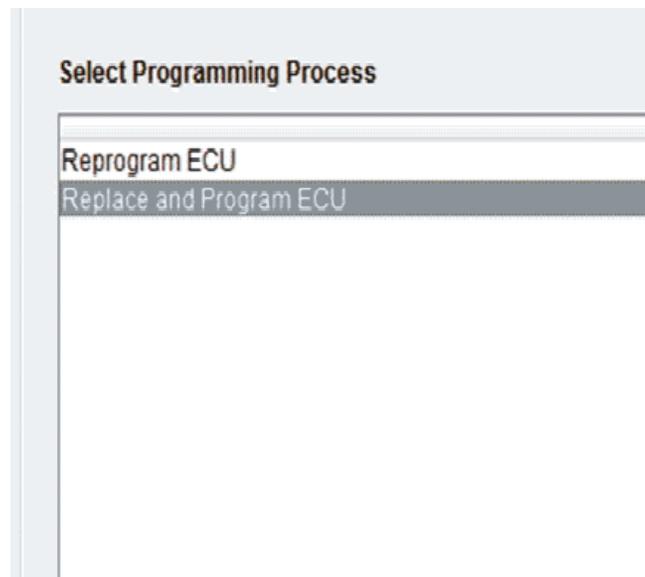
4. Connect the battery, turn the ignition ON and attempt "Replace and Program ECU" for the IPC again in TIS2WEB. The IPC should program.

If the IPC programming still cannot be completed, please contact the Techline Customer Support Center (TCSC) at 1-800-828-6860.