



Service Bulletin

File in Section: -

Bulletin No.: PI1372

Date: December, 2014

PRELIMINARY INFORMATION

Subject: Intermittent Blank and/or Frozen Driver Information Center (DIC), “Tire Learning Active” and/or “Service Front Camera Message” Displayed

Models: 2014 Chevrolet Impala (VIN 1)
Equipped with RPO UDD

Condition/Concern

Some customers may comment on a blank or frozen DIC or that a “Tire Learning Active” and/or “Service Front Camera” message is displayed. The messages may clear on the next ignition cycle.

This may be caused by a software anomaly.

Recommendation/Instructions

An updated software calibration has been released to address these concerns. Reprogram the instrument cluster using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Follow the steps below:

1. Install *EL-49642* SPS programming support tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions.

Note: The USB File Transfer procedure is performed after the new Instrument Cluster is installed in the vehicle. This procedure requires the use of a USB memory stick. The radio must be on during this procedure. The USB File Transfer procedure is not required for vehicles with UDC.

3. On the SPS Supported Controllers screen, select Instrument Cluster – USB File Transfer and follow the on-screen instructions.
4. On the SPS Supported Controllers screen, select Instrument Cluster – Programming and follow the on-screen instructions.
5. On the SPS Supported Controllers screen, select Instrument Cluster – Setup and Configuration and follow the on-screen instructions.
6. At the end of programming, choose the “Clear All DTCs” function on the SPS screen.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

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