



Service Bulletin

File in Section: -

Bulletin No.: PIE0285

Date: February, 2014

PRELIMINARY INFORMATION

Subject: Engineering Information – Cluster/Head Up Display Customer Concern Not Duplicated (CCND)

Models: 2014 Cadillac ATS, CTS, SRX, XTS
2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500

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 be experiencing problems with the instrument cluster and/or the heads up display. When dealership technicians are diagnosing the vehicle they are not able to recreate the concern, resulting in the use of labor code 3439929 Customer Concern Not Duplicated (CCND) - Cluster/Head Up Display.

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

Verify the concern with the customer and attempt to duplicate the condition.

If a vehicle is encountered with a cluster/head up display concern that cannot be duplicated, contact one of the engineers listed below before performing any diagnostic or repair steps.

Contact Information

Engineer Name	Phone Number
Reggie Bobo	(586) 335-1173
Tyah Davis	(248) 520-0731

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
3480068*	Engineering Information – Cluster/Head Up Display Customer Concern Not Duplicated (CCND)	0.2 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		