



Service Bulletin

PRELIMINARY INFORMATION

Subject: TAC Part Restriction – Instrument Panel Cluster (IPC)

Models: 2014 Chevrolet Silverado 1500
2015 Chevrolet Silverado, Suburban, Tahoe
2014 GMC Sierra 1500
2015 GMC Sierra, Yukon Models

This PI was superseded to update Recommendation/Instructions. Please discard PIT5306A.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

US Dealers - Effective July 28, 2014, the IPC for these vehicles will be placed on restriction. Please review recommendations below PRIOR to contacting TAC or the TCSC.

Canada Dealers - This PI is for US DEALERS ONLY, please contact York Electronics directly at (888)650- 9675 (Oshawa) or (800)361-2894 (Calgary).

Recommendation/Instructions

If the IPC locked up during an SPS Programming event, please reference the latest version of PI1212 and complete all steps to verify if the IPC can be recovered

Important: As noted in that PI, if the IPC programming still cannot be completed after following the recommended steps, please contact the TCSC (Techline Customer Support Center) at 1-800-828-6860 for further assistance. For situations in which the IPC is not able to be recovered, Techline will authorize IPC replacement and TAC will NOT need to be contacted for authorization. After working with Techline, contact your ESC with the TCSC case number to order a replacement cluster.

If the vehicle came in with an IPC concern (example: gauges inop or IPC display malfunctions) and normal diagnostics lead to IPC replacement, contact TAC so that diagnostics can be reviewed and IPC replacement can be authorized if needed. TAC U.S. can be reached at 1-877-446-8227.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION