



# Service Bulletin

## INFORMATION

**Subject:** Gauges on Cluster are Inoperative Upon Start Up

**Attention:** This Bulletin also applies to any of the models that may be Export vehicles.

| Brand:   | Model:          | Model Year: |      | VIN: |    | Engine: | Transmission: |
|----------|-----------------|-------------|------|------|----|---------|---------------|
|          |                 | from        | to   | from | to |         |               |
| Cadillac | ATS             | 2016        | 2016 |      |    | All     | All           |
| Cadillac | CTS             | 2016        | 2016 |      |    | All     | All           |
| Cadillac | Escalade Models | 2016        | 2016 |      |    | All     | All           |
| Cadillac | XTS             | 2016        | 2016 |      |    | All     | All           |

|                           |   |
|---------------------------|---|
| <b>Condition</b>          | Some customers may comment that all the gauges (Speed, Tachometer, Fuel, etc.) on the cluster are inoperative upon start up of vehicle.<br><b>Note:</b> The concern may recover upon a sleep cycle. |
| <b>Cause</b>              | This may be caused by a software issue within the Instrument Panel Cluster (IPC).   |
| <b>Additional Options</b> | Equipped with Enhanced Driver Info Display (RPO UDD or UDV)   |

### Correction

If you encounter a vehicle with the above concern, reprogram the instrument panel cluster with the latest software. Refer to Instrument Cluster Programming and Setup in SI.

### Warranty Information

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

|                 |   |
|-----------------|---|
| <b>Version</b>  | 1 |
| <b>Modified</b> |   |

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.



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