



# Service Bulletin

## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Instrument Panel Cluster (IPC) Tachometer Function Unavailable  
Expires with Base Warranty

**MODELS:** 2015 Cadillac Escalade, Escalade ESV

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

### PURPOSE

This bulletin provides a service procedure to reprogram the Instrument Panel Cluster (IPC) on **certain** 2015 model year Cadillac Escalade and Escalade ESV vehicles equipped with the RPO UDV instrument cluster. These vehicles may have a software anomaly that can prevent the vehicle from accurately displaying RPM information.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

### PART INFORMATION

No parts are required for this repair.

## SERVICE PROCEDURE

### **Note:**

- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the ECU is not properly configured with the correct calibration software, the ECU will not control all of the vehicle features properly.
  - Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or ECU damage may occur.
  - Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install the *EL-49642* SPS programming support tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply.
  - Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), and HVAC.
  - During the programming procedure, follow the SPS prompts for the correct ignition switch position.
  - Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
  - To prevent programming failure due to unintended wireless drops, it is important that a wired MDI connection be used when reprogramming the Instrument Cluster
1. Install *EL-49642* SPS programming support tool.
  2. Access the Service Programming System (SPS) and follow the on-screen instructions.
  3. On the SPS Supported Controllers screen, select Instrument Cluster – Programming and follow the on-screen instructions.
  4. On the SPS Supported Controllers screen, select Instrument Cluster – Setup and Configuration 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. Do not use the software on the USB memory stick in multiple vehicles. The USB memory stick must be cleared after each USB programming event.

5. On the SPS Supported Controllers screen, select Instrument Cluster – USB File Transfer and follow the on-screen instructions. When prompted after installing files in vehicle via USB memory stick, select UPDATE on radio display. When update is complete, select DISMISS and remove the USB memory stick.
6. At the end of programming, choose the “Clear All DTCs” function on the SPS screen.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
9101601	Instrument Cluster Reprogramming with SPS	0.6

**DEALER PROGRAM RESPONSIBILITY**

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES  
DCS3704  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 26, 2015

Subject: 15414 – Service Update Bulletin  
Instrument Panel Cluster (IPC) Tachometer Function Unavailable

Models: 2015 Cadillac Escalade, Escalade ESV

To: All Cadillac Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New Vehicle Sales Manager,  
and Warranty Administrator

General Motors is releasing Service Update Bulletin 15414 today. The total number of U.S. vehicles involved is approximately 48. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The “Investigate Vehicle History” (IVH) screen will be updated in the near future. A list of involved vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES