



Service Bulletin

PRELIMINARY INFORMATION

Subject: Instrument Panel Cluster Will Not Dim After Replacement

Models: 2011-2012 Chevrolet Volt

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

Condition/Concern

Some customers may state that they are unable to change the dimming setting on the Instrument Panel Cluster (IPC) after recently having service worked performed on the vehicle where the IPC was replaced.

Recommendation/Instructions

If you experience this concern and the vehicle recently had an IPC replaced, please do not perform any repairs on the vehicle. Engineering is aware of the concern and will release a software update to address this issue in the future.

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Note: This only effects the IPC for a dimming concern with the IPC only. If there is other items on the vehicle that have a dimming concern or if there was not a recent IPC replacement, follow normal diagnosis in Service Information.

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.



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