



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Odometer Servicing When The Odometer Cannot Be Set To The Actual Mileage

**Models:** 2017 and Prior GM Passenger Cars and Trucks

*This PI was superseded to update Recommendations section. Please discard PIT4720C.*

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

### Condition/Concern

When replacing or servicing the IPC/odometer and the exchange center is unable to program the actual mileage on the odometer or the actual mileage is unknown, have the dealer follow the instruction below.

### Recommendation/Instructions

Refer the dealer to the GM SERVICE POLICIES AND PROCEDURES MANUAL Section 5.2.4 ODOMETER SERVICING

Various laws\* require that when an odometer is serviced, repaired or replaced, the mileage indicated is to remain the same as before this service, repair or replacement. Where the odometer cannot register the same mileage as before, the odometer shall be adjusted to read zero and a notice in writing shall be attached to the driver's door frame of the vehicle by the Service Agent (refer to illustration ODOMETER SERVICING LABEL). The Odometer Repair Notice Label may be obtained through GMCCA (Catalog Group 8.808).

It is the general practice of Authorized Service Centers to return repaired speedometers to their customers showing the original mileage reading on the odometer as received. This practice will apply whether or not the odometer unit is replaced. Therefore, a notice for the vehicle door frame indicating that an odometer has been set to zero normally will not be required.

(\*Motor Vehicle Information and Cost Savings Act, Motor Vehicle Reg. 580; Canadian province regulations including: Northwest Territories, Ontario, Prince Edward Island, and Quebec. Countries: USA, Canada.)

SAMPLE LABEL:

ODOMETER REPAIR/REPLACEMENT THE ODOMETER ON THIS VEHICLE WAS REPAIRED AND TURNED BACK TO ZERO, OR WAS REPLACED WITH AN ODOMETER SET AT ZERO. MILEAGE PRIOR TO REPAIR/REPLACEMENT WAS: \_\_\_\_\_ MILES OR \_\_\_\_\_ KILOMETERS.

DATE REPAIRED/REPLACED: \_\_\_\_\_

BY EMPLOYEE: \_\_\_\_\_

FEDERAL LAW PROHIBITS REMOVAL OR ALTERATION OF THIS LABEL PT. NO. 10443718 ODOMETER REPAIR NOTICE

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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