



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-218

Date: July, 2017

TECHNICAL

Subject: Blank Driver Information Center (DIC)

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado	2017	2017	Oct. 18, 2016	Dec. 13, 2016	All	All
GMC	Sierra	2017	2017			All	All

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with DRIVER INFO ENHANCED (MULTI COLOR STANDARD GRAPHIC) (RPO UDD)
Condition	Some customers may comment that the driver information center (DIC) is blank, and does not recover after key cycle.
Cause	This may be caused by a manufacturing defect of Flash Memory IC resulted in die delamination of mold compound which rendered the DIC screen inoperative.
Correction	Replace the instrument panel cluster.

Warranty Information

Labor Operation	Description	Labor Time
3431030	Instrument Cluster Replacement	Use Published Labor Operation Time

Service Procedure

If you encounter a vehicle with the above concern, replace the instrument panel cluster. Refer to *Instrument Cluster Replacement* in SI.

Version	1
Modified	

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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