

Service Update

18078 Tow/Haul Mode IPC Telltale Not Functioning



Reference Number: N182151190

Release Date: March 2018

Revision: 00

Attention: 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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2018	2018	5G8	Tow/Haul Mode Activation "On" Calibration
GMC	Canyon	2018	2018	5G8	Tow/Haul Mode Activation "On" Calibration

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2018 model year Chevrolet Colorado and GMC Canyon vehicles equipped with a tow/haul mode activation "On" calibration (RPO 5G8) that recently had service repairs for either; #18-NA-005: Diagnostic Tip for Instrument Panel Cluster (IPC) Low Washer Indicator Not Setting a Warning When Empty - (Jan 16, 2018) or #17466: Service Update - Timing Belt Message Displayed at 100,000 Miles (160,000 KM), Not 150,000 Miles (240,000 KM) Per Specifications - (Jan 17, 2018), may have received an incorrect instrument panel cluster (IPC) XML file resulting in the tow/haul mode telltale display to not illuminate when it is on. This does not apply to any vehicles reprogrammed on or after March 20, 2018.
Correction	Dealers are to reprogram the IPC.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102953*	Instrument Cluster Reprogramming with SPS	0.3	ZFAT	N/A
9103738**	Module Programming Not Required	0.2	ZFAT	N/A

* To avoid warranty transaction rejections, the SPS Warranty Claim Code(s) must be entered when submitting this transaction.

** SPS Warranty Claim Code is NOT required when submitting this transaction.

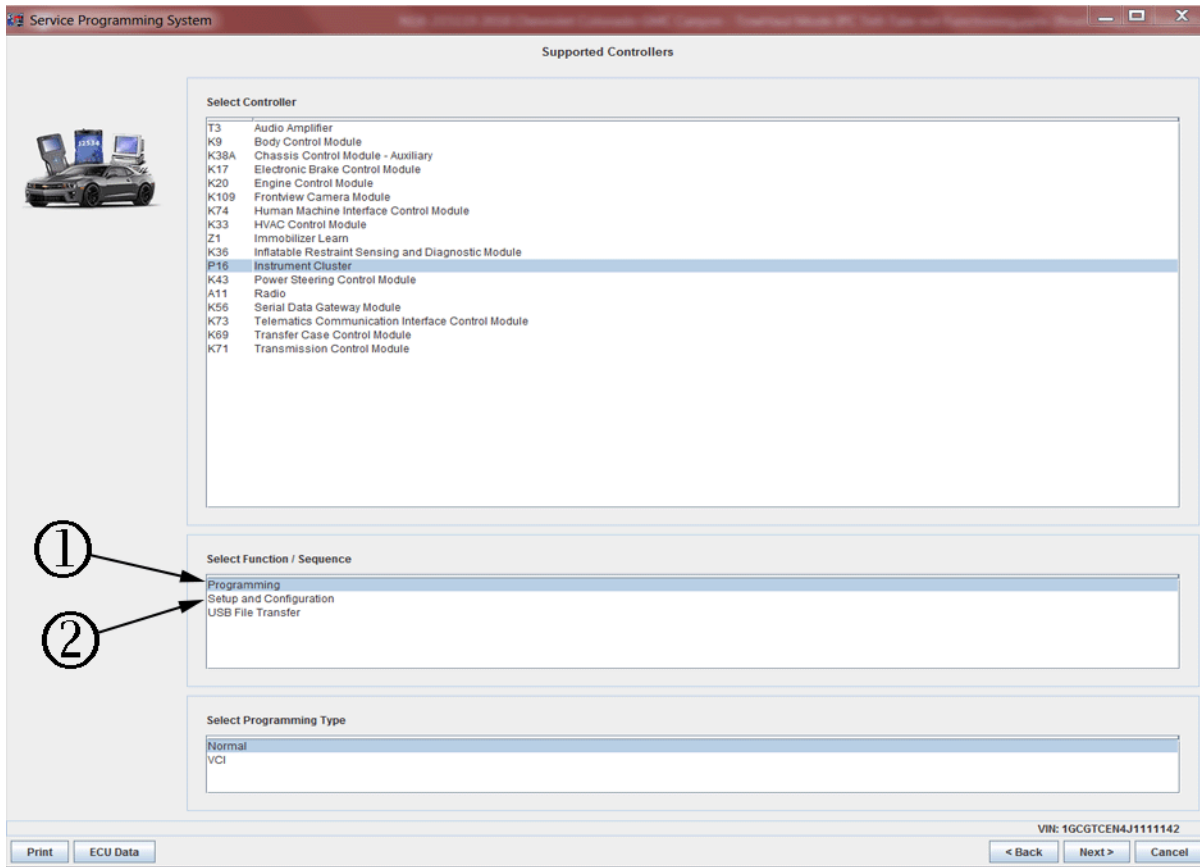
Service Procedure

Note: Carefully read and follow the instructions below.

- 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 control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required 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. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
- If the Same Calibration/Software Warning is noted on the SPS Controller screen, do NOT attempt to program the module. No further action is required. Refer to the Warranty section of the bulletin and use labor operation code 9103738, Module Programming Not Required.

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Note: Once instrument cluster “Programming” (1) is complete, select “Setup and Configuration” (2) and follow the on screen instructions. USB programming is not required.

1. Reprogram instrument cluster. Refer *P16 Instrument Cluster: Programming and Setup* in SI.
2. Once reprogramming is complete, with vehicle running, press the “Tow/Haul” button and confirm the light illuminates on the instrument cluster.
3. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Dealer 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.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4695
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 23, 2018

Subject: 18078 - Service Update
Tow/Haul Mode IPC Telltale Not Functioning

Models: 2018 Chevrolet Colorado
2018 GMC Canyon
Equipped with Tow/Haul Mode Activation ""On"" Calibration (RPO 5G8)

To: All General Motors Dealers

General Motors is releasing Service Update 18078 today. The total number of U.S. vehicles involved is 304. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 23, 2018. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

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