Service Update
18247 – C3 Clusters With IOS Radio Not Equipped To Support Speed Sign Feature.

Reference Number: N18217695

Release Date: September 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.

		Model Year			
Make	**Model**	**From**	**To**	**RPO**	**Description**
Buick	Regal	2018	2018	IOS	Buick Infotainment Audio Pkg.

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 Buick Regal vehicles with C3 clusters and RPO IOS radios show speed limit signs with "—" as the posted speed on the cluster. It does not state the actual speed limit on the road and should be recalibrated to remove from display.
Correction	Vehicle needs to be re-calibrated to remove "Speed Sign" because IOS radios do not support this feature.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103856*	Instrument Cluster Reprogramming with SPS	0.3	ZFAT	N/A
9104094**	Perform Module Setup and Configuration --- Module Programming Not Required	0.3	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 a GM Authorized Programming Support Tool to maintain system voltage. Refer to https://www.gmdesolutions.com/ for further information. 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. **Perform module Setup and Configuration regardless of calibration/software level.** Refer to the Warranty section of the bulletin and use labor operation code 9104094.

1. Reprogram the instrument cluster. Refer to *P16 Instrument Cluster: Programming and Setup* in SI.

2. After programming is complete, return to the SPS Supported Controllers screen, select P16 Instrument Cluster – Setup and Configuration and follow the on-screen instructions.

3. At the end of programming, choose the "Clear All DTCs" function on the SPS screen. If module programming is NOT required, perform module Setup and Configuration and then clear all DTC's using a scan tool.

4. Record SPS Warranty Claim Code on job card for warranty transaction submission.

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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 <u>must</u> be held and inspected/repaired per the service procedure of this bulletin <u>before</u> 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.

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GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4846
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 13, 2018

Subject: 18247 Service Update
           C3 Clusters With IOS Radio Not Equipped To Support Speed Sign
           Feature.

Models: 2018 Buick Regal equipped with IOS (Buick Infotainment Audio Pkg.)

To: All General Motors Dealers

General Motors is releasing Service Update 18247 today. The total number of
U.S. vehicles involved is approximately 462. Please see the attached bulletin
for details.

Global Warranty Management (GWM)
The Investigate Vehicle History (IVH) screen in the GWM system will be updated
September 13, 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
GLOBAL SAFETY FIELD INVESTIGATIONS