

# Service Update

## 18248 – C4 Clusters With IOT Radio Lack Speed Sign In Cluster Display



Reference Number: N18217690

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.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Regal	2018	2018	IOT	Buick Infotainment System W/ Navigation

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.

<b>Condition</b>	Certain 2018 Buick Regal vehicles with C4 clusters and RPO IOT radios do not provide a "Speed Sign" in the cluster display. This feature needs to be calibrated onto the radio.
<b>Correction</b>	Vehicle needs to be re-calibrated to add "Speed Sign" to IOT radio.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103857*	Instrument Cluster Reprogramming with SPS	0.3	ZFAT	N/A
9104095**	Perform Module Setup and Configuration --- Module Programming Not Required	0.3	ZFAT	N/A

\* To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered when submitting this transaction. Note that if multiple modules are reprogrammed, all claim codes must be entered with a comma separating each code.

\*\* 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 9104095.
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 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.

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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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



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GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4847  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 13, 2018

Subject: 18248 Service Update  
C4 Clusters With IOT Radio Lack Speed Sign In Cluster Display

Models: 2018 Buick Regal equipped with IOT (Buick Infotainment System W/  
Navigation)

To: All General Motors Dealers

General Motors is releasing Service Update 18248 today. The total number of U.S. vehicles involved is approximately 79. 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

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