TECHNICAL

Subject: Instrument Panel Cluster or Head-Up Display Will Intermittently Black Out or Reset

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2019	2019	SOP	KF180491	All	All

Involved Region or Country	North America and N.A. Export Regions
Condition	Some customers may comment on intermittent "black outs" of the instrument panel cluster (IPC) or head-up display (HUD). This issue can happen intermittently and at different times of one's driving experience.
Cause	The cause of the condition may be a software issue.
Correction	Please ensure that the IPC is up-to-date with the most recent software. If the cluster is not up-to-date and experiencing this issue, please perform software update.

Service Procedure

Note: Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to 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.

If the IPC is not up-to-date, refer to *P16 Instrument Cluster: Programming and Setup* in SI.

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810195*	Instrument Cluster Reprogramming with SPS	Use Published Labor Operation Time

*To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The VIN and the job card number on the transaction must match the VIN and job card number associated with the reprogramming event in the SPS system.
- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

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