



# Service Bulletin

Bulletin No.: 19-NA-173

Date: August, 2019

## TECHNICAL

**Subject:** Digital Engine Coolant Temperature Gauge Disappears Over an Ignition Cycle When in Track Display Mode

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Corvette	2017	2017			All	All

<b>Involved Region or Country</b>	North America, Japan, Europe, Middle East, Russia
<b>Condition</b>	<p>Some customers may comment that after the vehicle's ignition has been turned off for an extended amount of time, and the ignition has been turned back on, the Engine Coolant Temperature (ECT) gauge has actually disappeared from the Track display mode screen.</p> 
<b>Cause</b>	The cause of the condition may be a software issue within the Instrument Panel Cluster (IPC).

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<p><b>Correction</b></p>	<p><b>Note:</b> 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 <a href="http://www.gmdesolutions.com">www.gmdesolutions.com</a> for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. <b>DO NOT</b> connect a battery charger.</p> <p>Reprogram the IPC with the latest software. Refer to <i>Instrument Cluster Programming and Setup</i> in SI.</p> <div style="text-align: center;">  </div>
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**Parts Information**

No parts are required for this repair.

**Warranty Information**

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
	"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.	

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 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

**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.

<b>Version</b>	1
<b>Modified</b>	Released July 29, 2019

