Service Bulletin

Bulletin No.: 19-NA-186
Date: September, 2019

TECHNICAL

Subject: Speedometer and Tachometer Reading Inaccurately

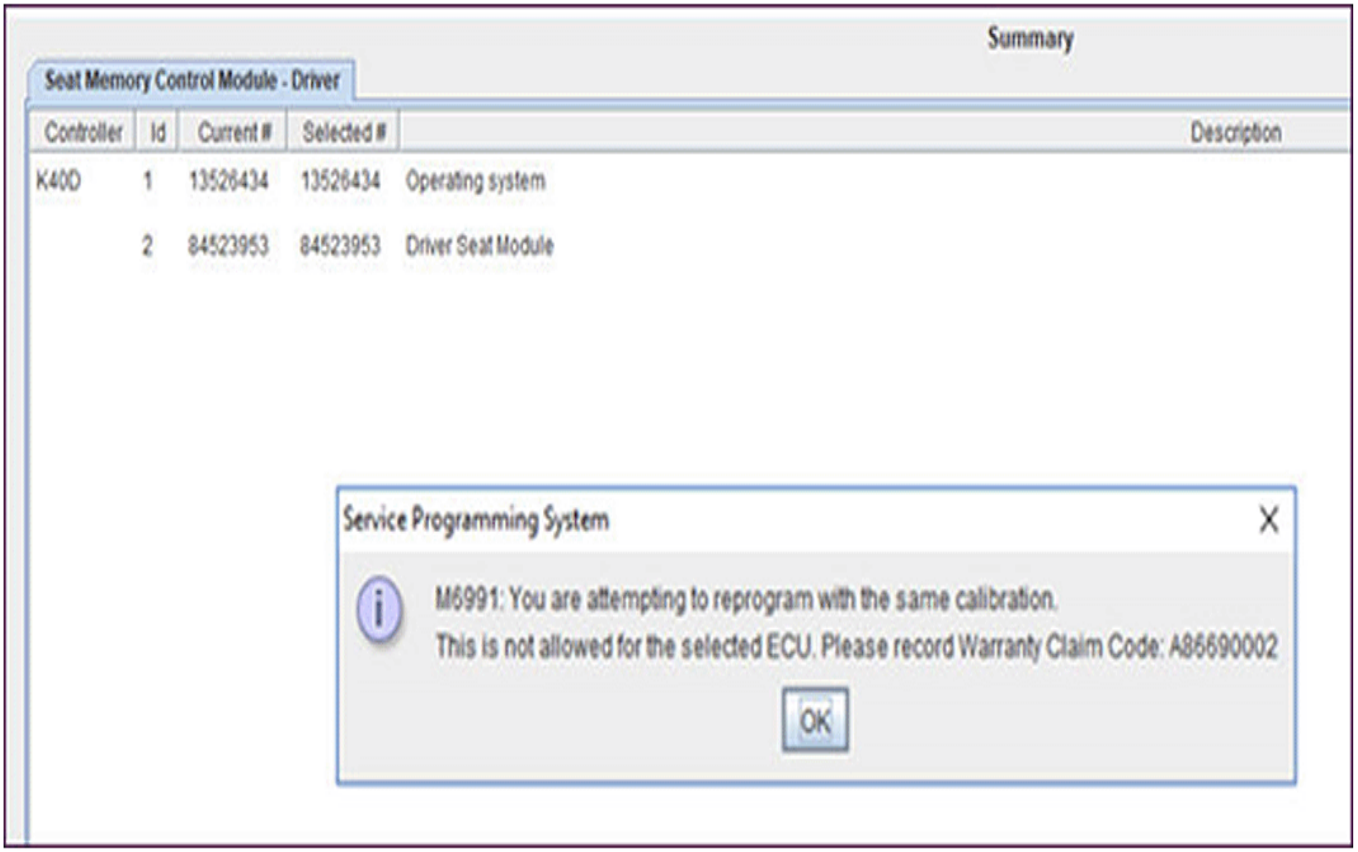
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Cruze	2018	2019			All	All
	Equinox						
	Malibu						
	Traverse						
GMC	Acadia						
	Terrain						

Involved Region or Country	All countries EXCEPT: Middle East, Israel, South America, South Korea, Australia, New Zealand, Egypt, Africa
Additional Options (RPOs)	Equipped with RPO UDC cluster
Condition	Certain 2018 and 2019 Model Year vehicles may have a condition in which the analog speedometer and tachometer may offset to a new home position above “zero” upon vehicle power-up. The digital speedometer remains accurate.
Correction	Dealers will need to update the instrument cluster software to the latest version.

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. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to 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.



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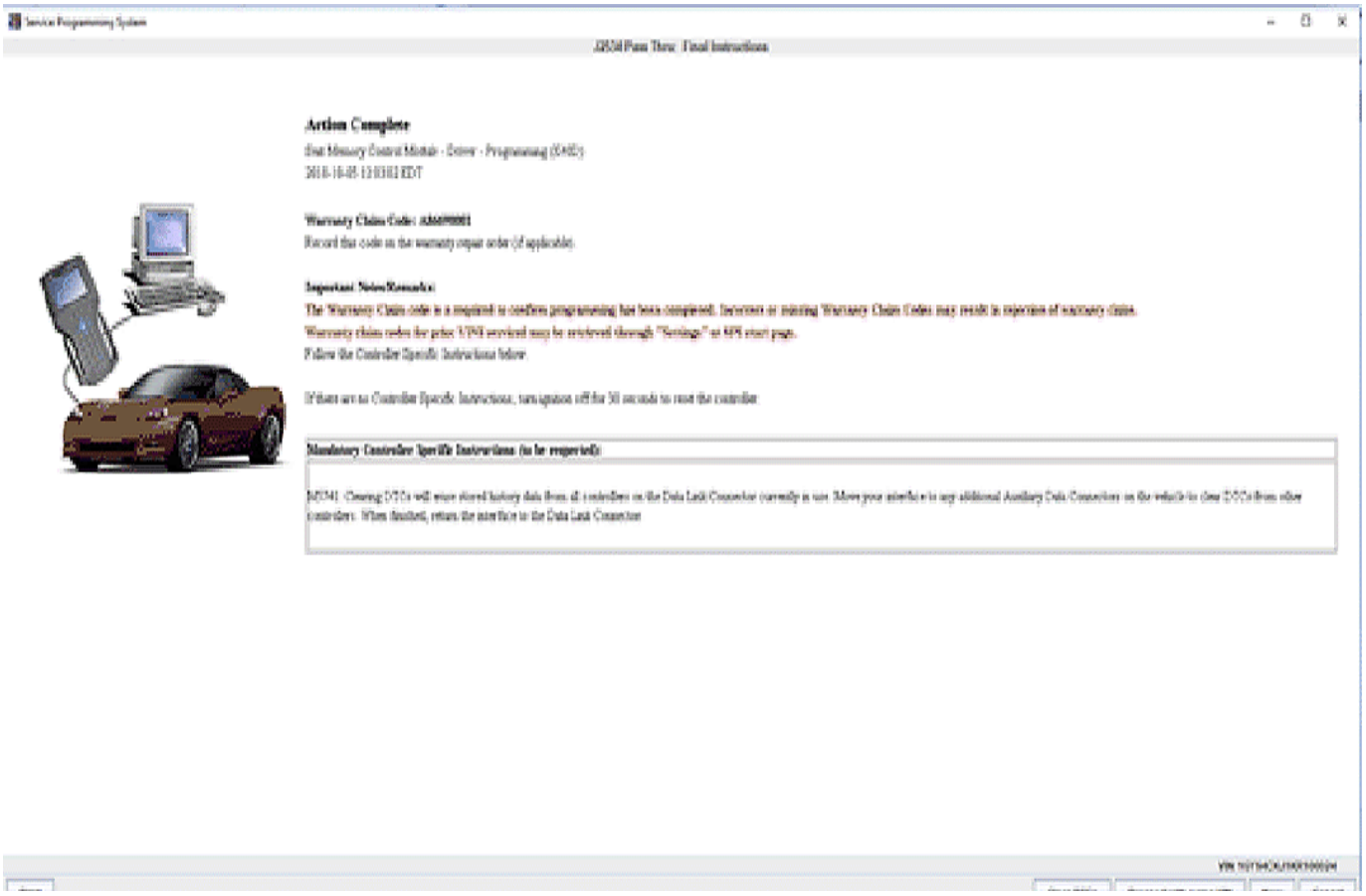
1. Reprogram the instrument cluster. Refer to *P16 Instrument Cluster: Programming and Setup* in SI.



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

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2886438*	Instrument Cluster Reprogramming with SPS	0.3 hr

*This is a unique Labor Operation for Bulletin use only.

*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 “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.

Version	1
Modified	Released September 05, 2019