



# Service Bulletin


Bulletin No.: 18-NA-147

Date: November, 2019

## TECHNICAL

**Subject:** Speedometer and/or Tachometer Needle May Be Incorrect by Up to 6 Degrees

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

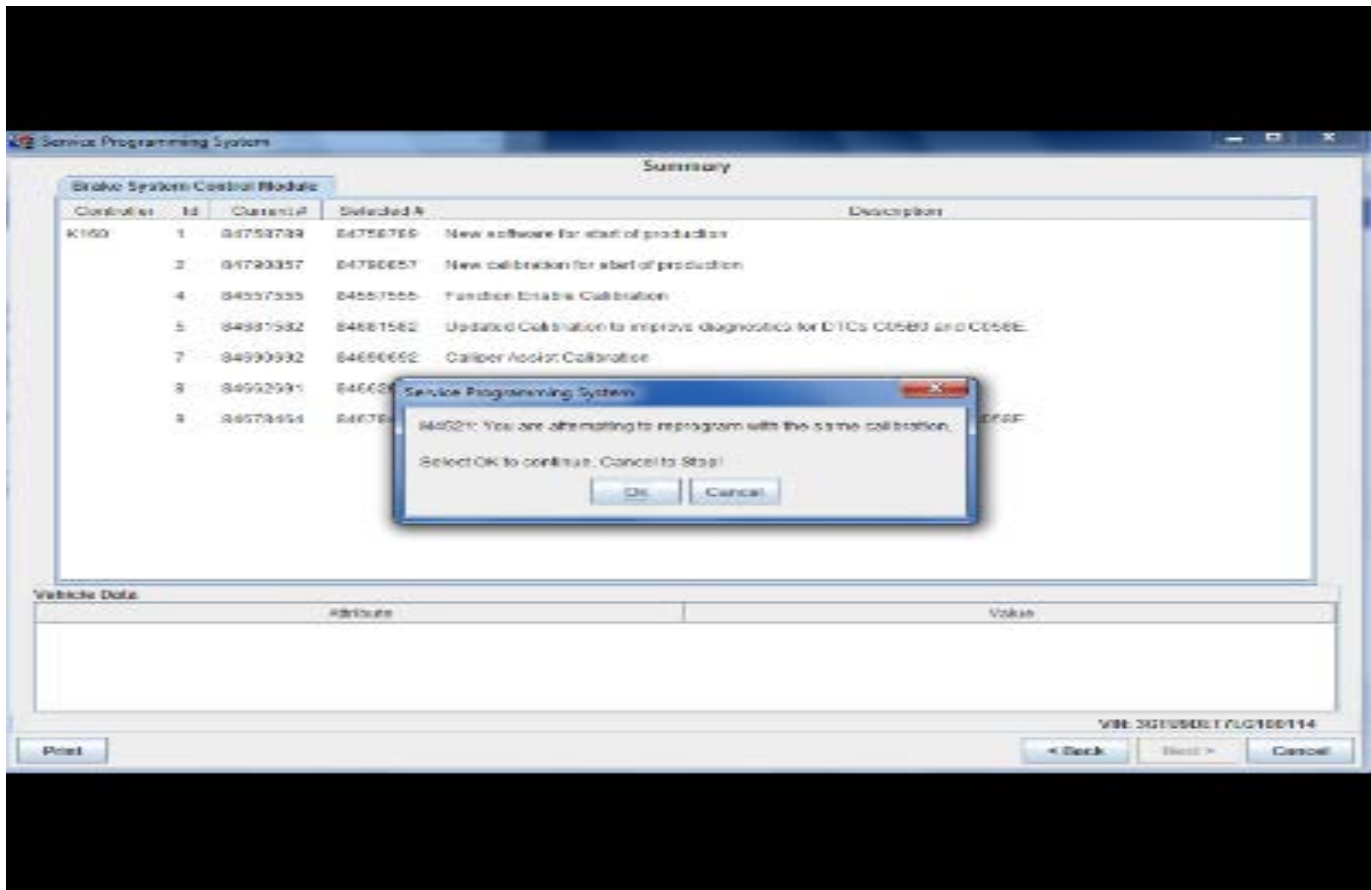
<b>Involved Region or Country</b>	North America, N.A. Export Regions
<b>Additional Options (RPOs)</b>	Equipped with Instrument Panel Cluster RPO UDC
<b>Condition</b>	 <p style="text-align: right;">5069753</p> <p>Some customers may comment that the speedometer and/or tachometer may be incorrect by up to 6 degrees.</p>
<b>Cause</b>	This may be due to a manufacturing concern with the instrument panel cluster.
<b>Correction</b>	<p>If this concern is experienced, compare the instrument panel cluster calibration/software part numbers to those in TIS2web to determine if any updated instrument panel cluster programming updates are available.</p> <p>If present, program the instrument panel cluster as outlined in the <i>Instrument Cluster Programming and Setup</i> procedure in SI and re-evaluate the concern making sure to complete all required programming events outlined.</p>

## Service Procedure

**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

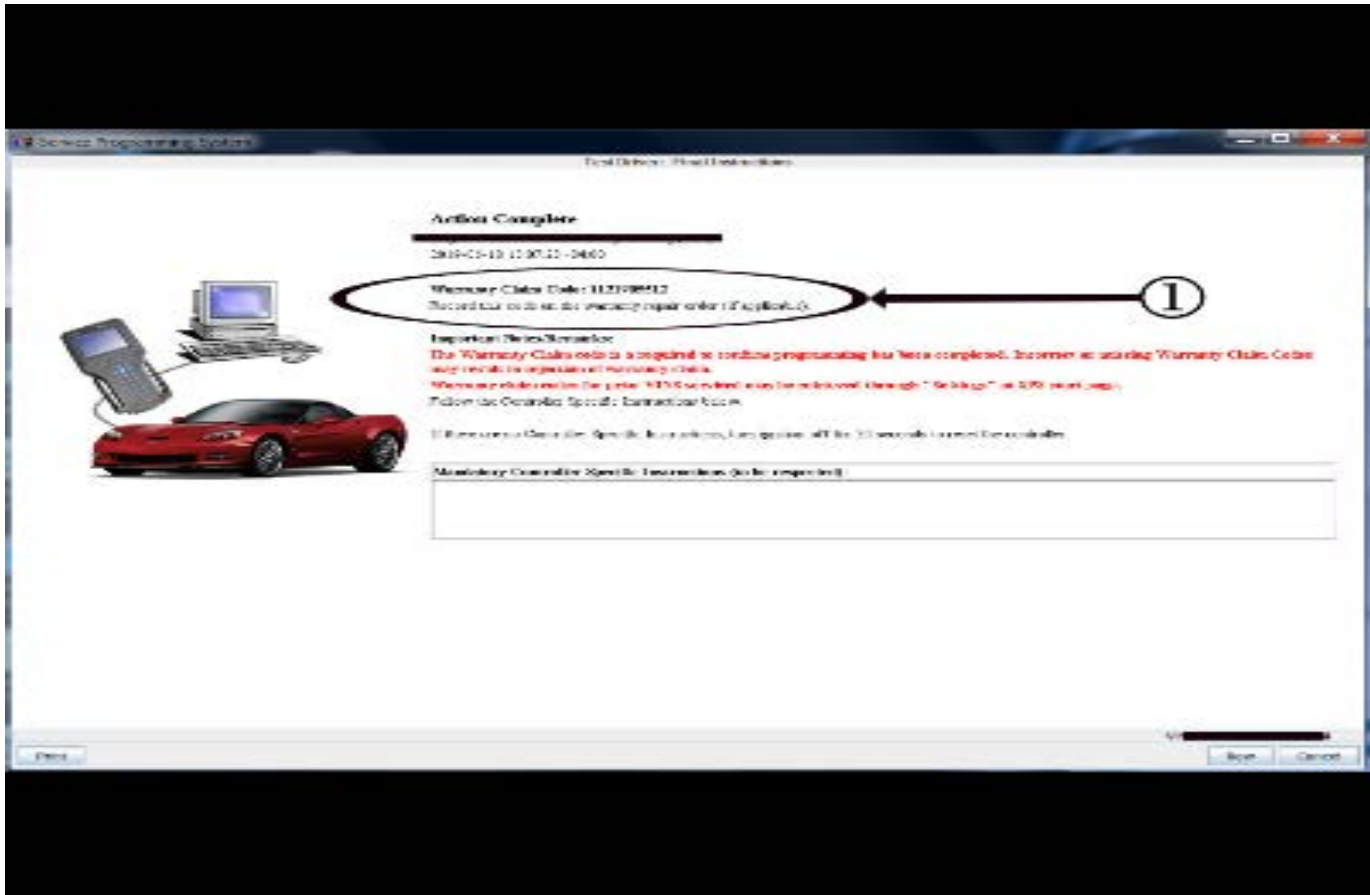
**Note:** Carefully read and follow the instructions below.

- 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 [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V 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.



**Note:** If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

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



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**Note:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

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

## Parts Information

No parts needed for this condition.

### 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 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	2
Modified	Released June 18, 2018 November 22, 2019 – Updated the Subject, removed the 2017 Model Year, added the Equinox, Malibu and Terrain Models, updated the Service Procedure to add programming information and updated the Warranty Information to add Warranty Claim Code information.

