TECHNICAL

Subject: **Driver Information Center Welcome Logo Flickers When Entering Vehicle or Blank Head Up Display**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2020	2020			All	All
	XT5						
	XT6						
Chevrolet	Silverado 1500 (New Model)	2019	2019				
GMC	Sierra 1500 (New Model)						

| Involved Region or Country	United States, Canada, Mexico, Europe, Russia, Middle East, Israel, Palestine, Bolivia (West), Japan, Cadillac Korea (South Korea), Thailand (ASEAN)
Additional Options (RPOs)	Equipped with 8" Driver Information Center (UHS)
Condition	Customer may comment that when entering or starting the vehicle and the vehicle modules are asleep, the Cadillac, Chevrolet, or GMC brand animation logo may flicker or become distorted on the driver information center (DIC). If this flicker/distortion condition occurs, it could be followed by a black or blank DIC lasting up to 2 minutes. During this time, if equipped, the head up display (HUD) image could also have a blank image or appear inoperative. The blank DIC may or may not occur after the animation flickers.
Cause	The cause of the condition may be a software anomaly in the instrument cluster.
Correction	Reprogram the instrument cluster.

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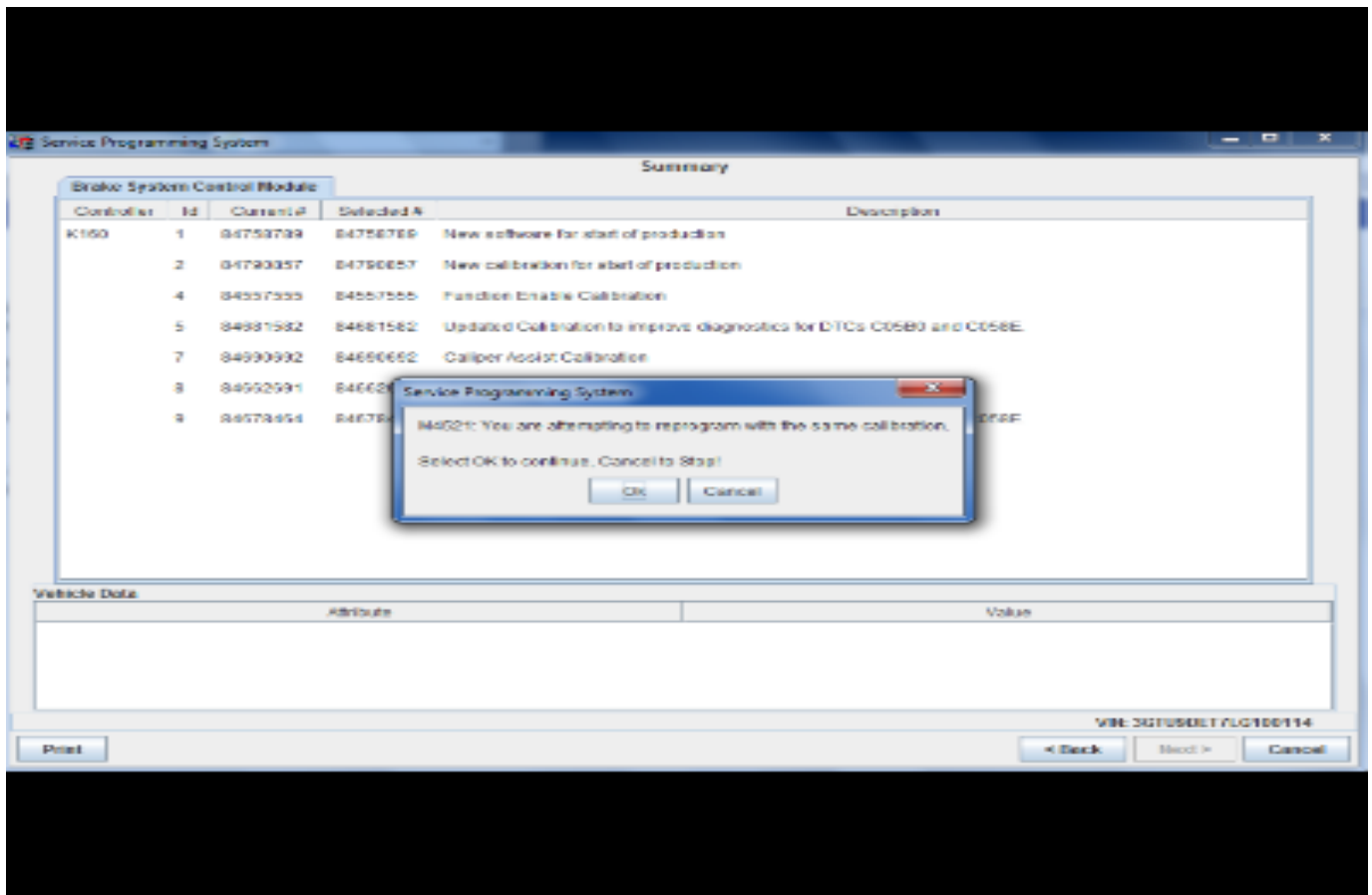
Important: If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty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

1. Reprogram the Instrument Panel Cluster (IPC). Refer to *P16 Instrument Cluster: Programming and Setup* in SI.
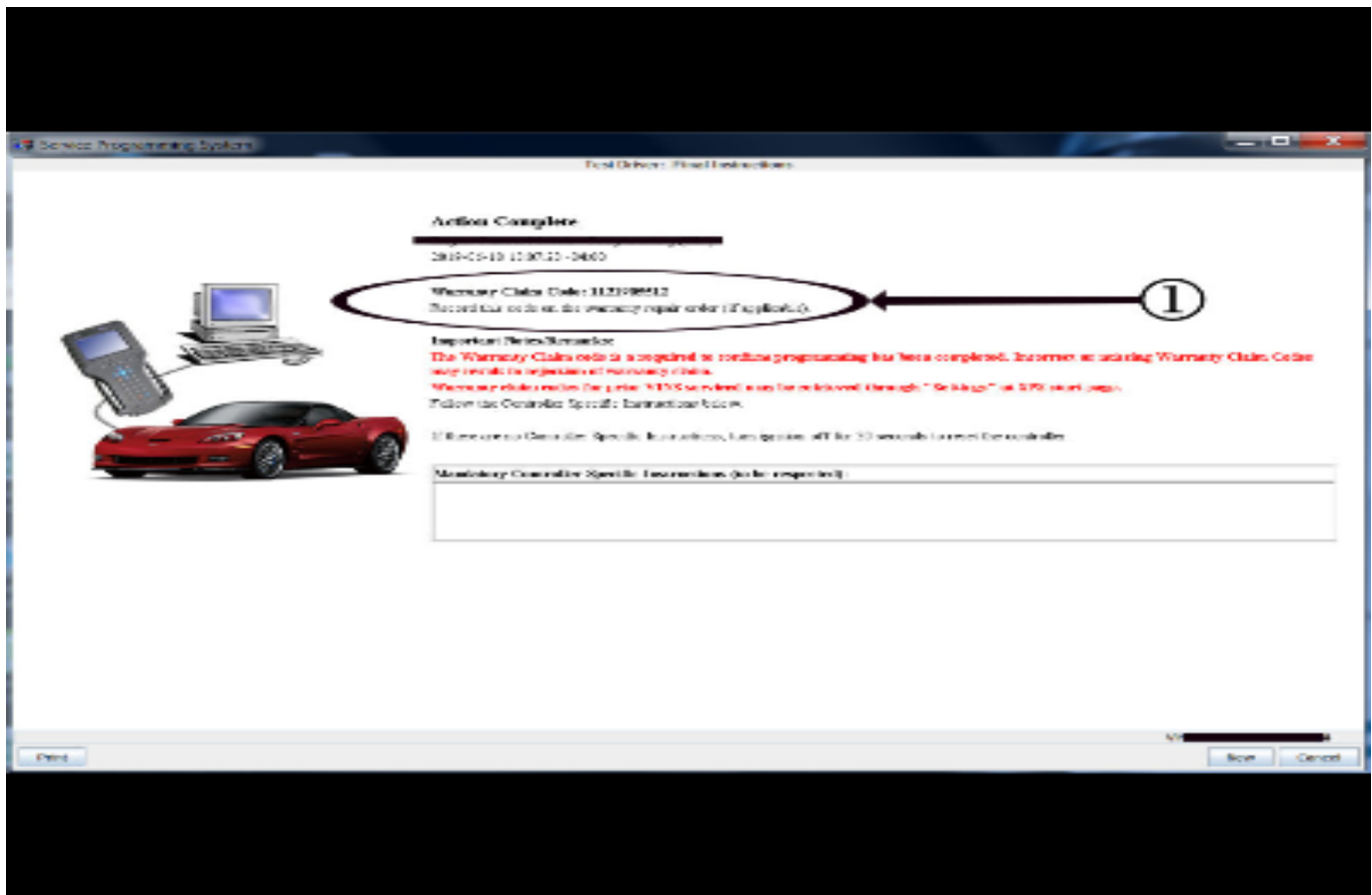
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Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

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

Parts Information

No parts 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
*2886598	Instrument Cluster Reprogramming with SPS and USB	0.6 hr

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

Important: *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 November 22, 2019
	Revised February 26, 2020 – Removed Supersede, Added 2020 Cadillac XT4, XT5, XT6 and Updated Subject and Condition Section