

Subject: Engineering Information – Instrument Panel Cluster (IPC) Gages at Zero, Multiple Warning Lights On, No Chimes and/or Turn Single Audio

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|---------------------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Cadillac | Escalade Models | 2019 | 2020 | - | - | - | - |
| Chevrolet | Silverado LD | | 2019 | | | | |
| | Silverado 2500/3500 | | 2020 | | | | |
| | Suburban | | | | | | |
| | Tahoe | | | | | | |
| GMC | Sierra Limited | | 2019 | | | | |
| | Sierra 2500/3500 | | 2020 | | | | |
| | Yukon Models | | | | | | |

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|-----------------------------------|--|
| Involved Region or Country | North America |
| Condition | <p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on one or more of the following conditions.</p> <ul style="list-style-type: none"> Instrument panel cluster (IPC) gages at zero. Multiple warning lights on. No chimes and/or turn single audio. |
| Cause | GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix. |

Correction

If you encounter a vehicle with the above concern, perform the following steps below and contact the engineer listed with your findings. If the vehicle is within 10 miles of the Warren Tech Center, the engineer wants the technician to wait until his arrival **BEFORE** doing anything to the vehicle.

- Pull the CGM fuse, wait 1 minute and reinstall the fuse. Check to see if the issue is fixed.
- Inspect the crimps at the CGM connectors at the fuse box. If the crimps appear loose and/or not secure, repair or replace as needed and check to see if the issue has been fixed.
- Inspect the contacts in the dash fuse box. If the contacts appear loose and/or not secure, repair or replace as needed and check to see if the issue has been fixed.
- Disconnect the two CGM connectors and conduct the following:
 - 4.1. Check for any backed out terminals in the harness connectors including bent pins in the CGM header. If required, fix the backed out terminals and bent

pins then check to see if the issue is fixed by reconnecting the harnesses to the modules.

item

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

| Labor Operation | Description | Labor Time |
|---|---|------------|
| 3486998* | Engineering Information – Instrument Panel Cluster Gages at Zero, Multiple Warning Lights On, No Chimes | 0.4 hr |
| * This is a unique labor operation for bulletin use only. | | |

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| Version | 1 |
| Modified | Released February 13, 2020 |