Service Bulletin

Bulletin No.: 21-NA-054
Date: March, 2021

TECHNICAL

Subject: Instrument Cluster Resets, Center Display Goes Blank or Gauges Inoperative

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	LaCrosse (China)	2021	2021	—	—	—	—
Cadillac	CT6 (China)						
Chevrolet	Blazer						
	Camaro						
	Malibu						
GMC	Acadia						

Involved Region or Country	North America, Cadillac Korea (South Korea), GM Korea Company, China
Additional Options (RPOs)	Equipped with Instrument Cluster UHS
Condition	Some customers may comment that intermittently the instrument panel cluster (IPC) may exhibit any of the following conditions: • IPC resets. This might include symptoms of the driver information center (DIC) going blank, IPC lighting turning off, and gauges moving to zero followed by the DIC, lighting, and gauges all returning to operation on their own. If this reset were to occur it would recover on its own during the ignition cycle and is not permanent. • The center display (DIC) may be blank at startup, but gauges still work. This may recover on its own, but at times it may be blank for an entire drive cycle and recover with an ignition cycle. • The gauges are inoperative. This may recover on its own, but at times it may be blank for an entire drive cycle and recover with an ignition cycle. • Diagnostic trouble codes (DTC) may not set with each condition. Technicians may find that other modules may set loss of comm DTCs U0155 – Lost Comm with Instrument Cluster.
Cause	This may be caused by a software anomaly.
Correction	Reprogram the instrument panel cluster via both Programming and USB File Transfer.

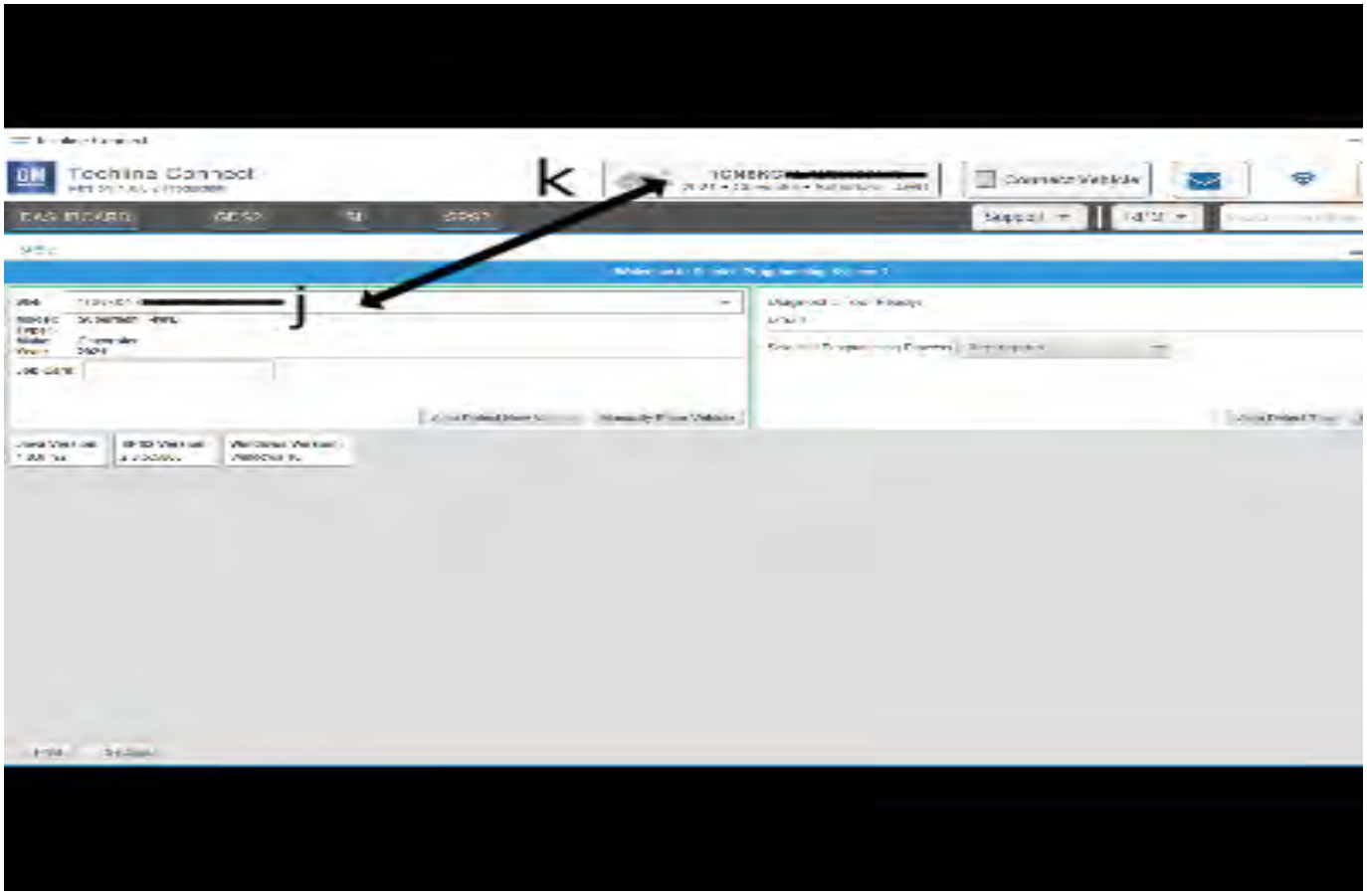
Service Procedure

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 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, etc.
- Please verify that the radio time and date are set correctly before inserting USB drive into vehicle for programming, otherwise an error will result.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/ Maintenance (I/M) system status indicators to NO.

Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



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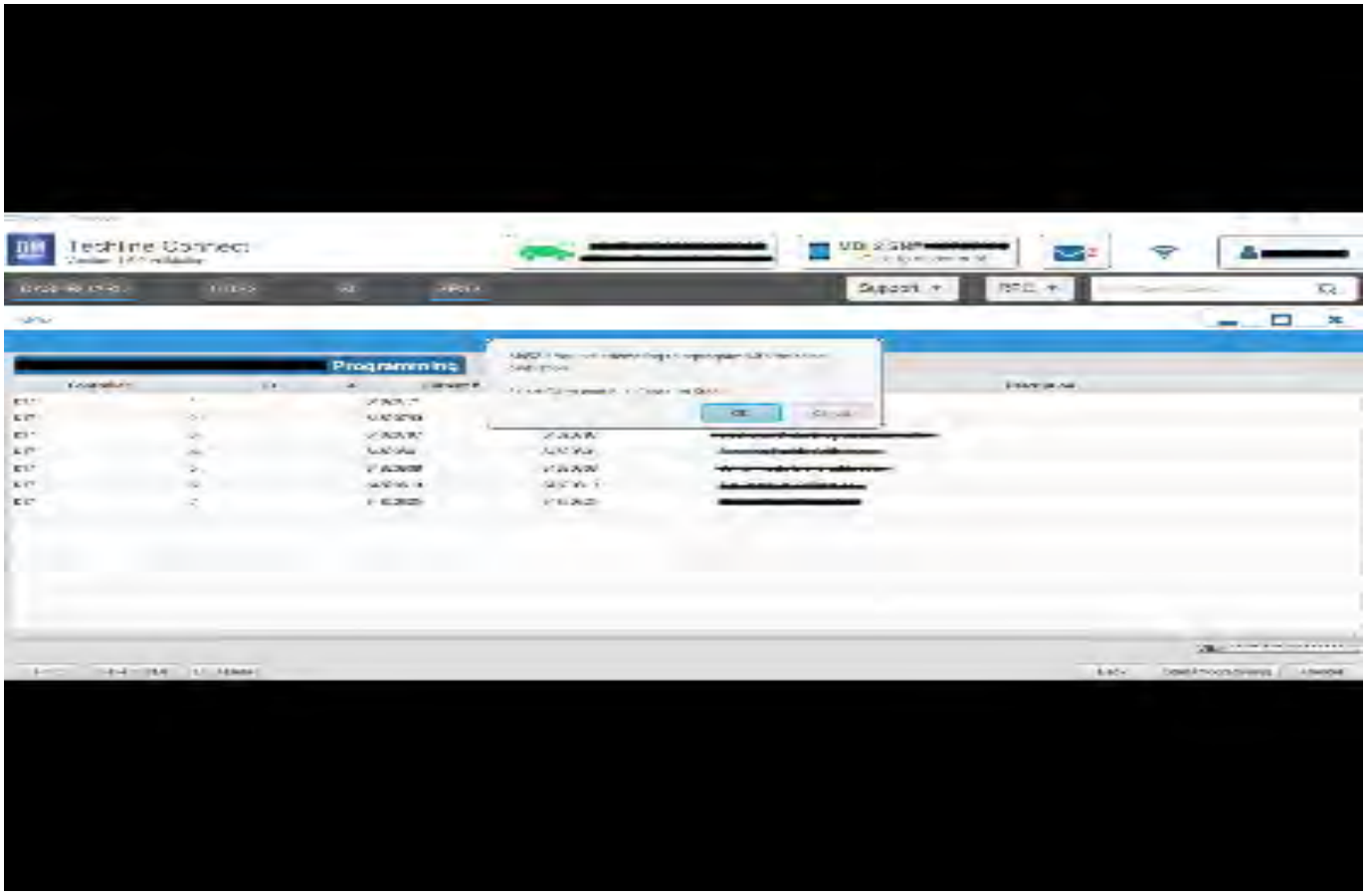

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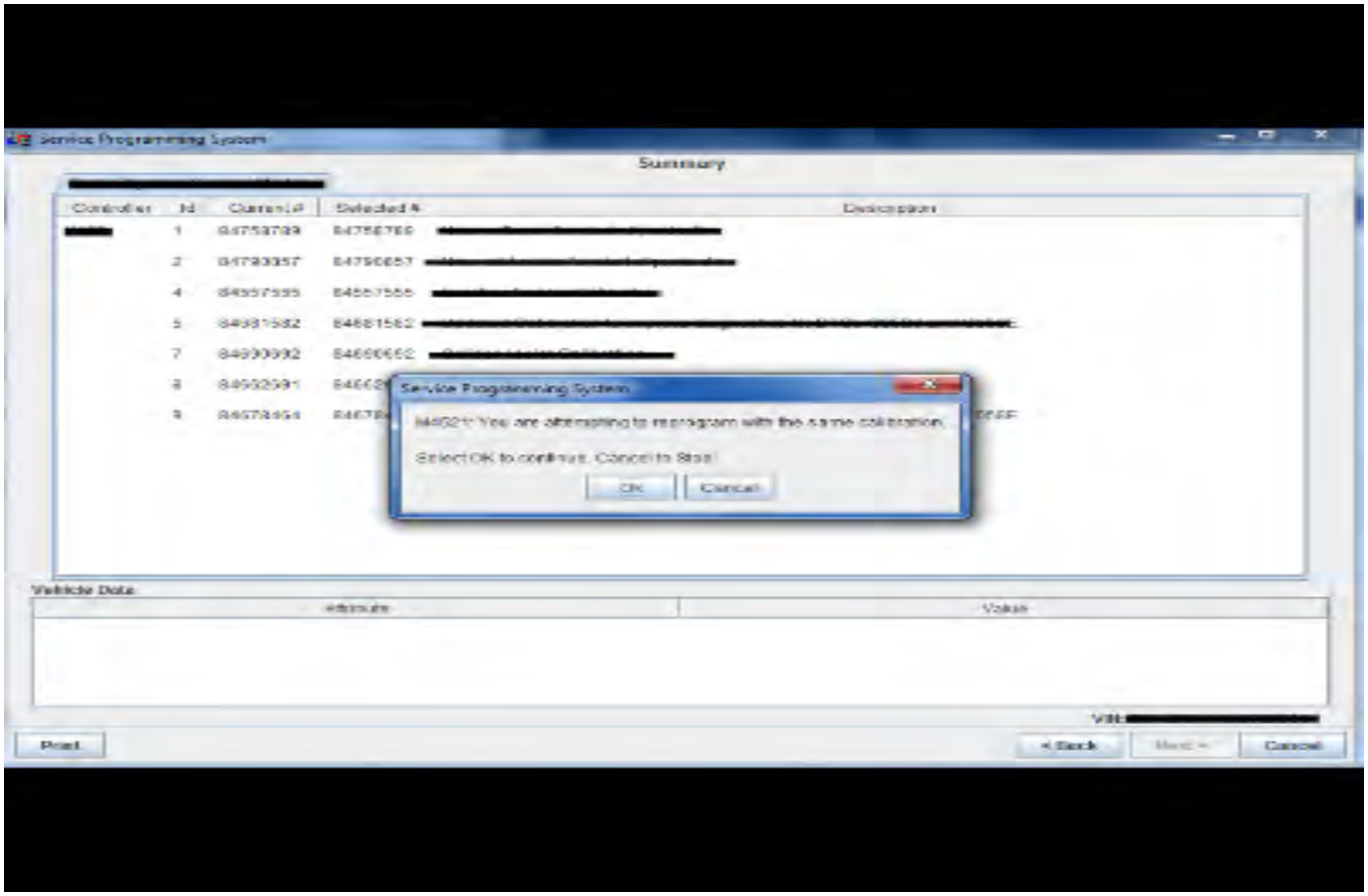

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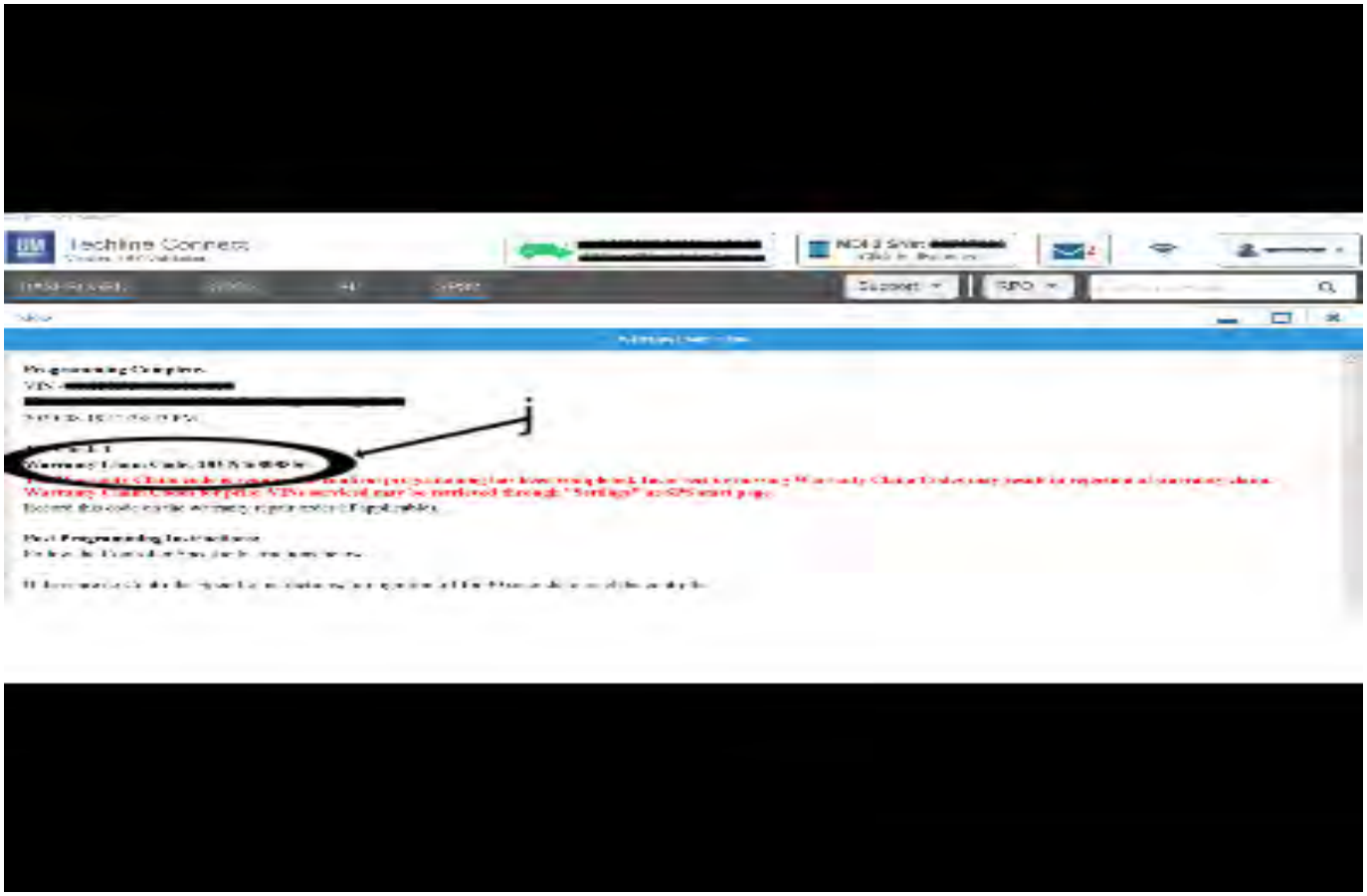
Important: Techline Connect and TIS2WEB screens shown above.

Important: If the same calibration/software warning is noted on the TLC or SPS Summary 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 Information section of this bulletin.

Important: When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, as well as the upcoming full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial Data Message Authentication also needs to have the ignition off.

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



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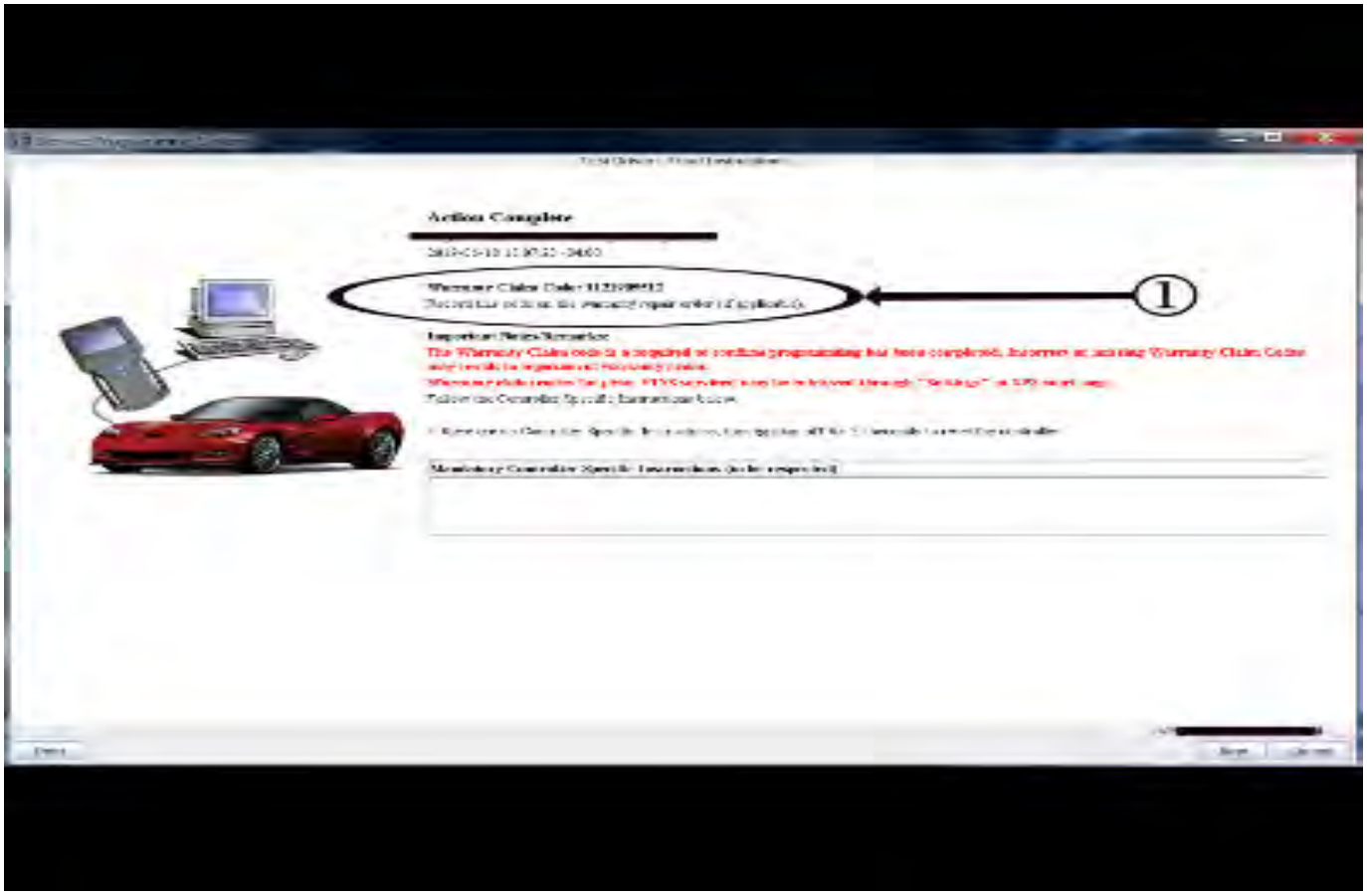

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Note: The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

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

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

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810195*	Instrument Cluster Reprogramming with SPS	Use Published Labor Operation Time

Important: *To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The 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/SPS2.

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 TLC/TIS on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
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 March 09, 2021