



Preliminary Information

PIC6475 Instrument Panel Cluster May Be Inoperative Or Partially Illuminated - Service Alert Message May Be Displayed

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Corvette	2022 - 2023	All	All	All	All

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Involved Region or Country	North America
Condition	Some customers may comment on a black or blank Instrument Panel Cluster (IPC) when the vehicle is first started. This may affect a portion of the IPC where half of it is inoperative, or all of it may be affected. The customer may also have a message displayed on the IPC that states "Alert XXX". The concern will clear itself in most cases after the vehicle has had a chance to go to sleep. A quick ignition cycle may not be enough to clear the concern. Because of this, the customer's description of the concern may be that it is intermittent as well.
Concern	This concern is caused by a software anomaly in the IPC.

Correction:

If this concern is encountered, dealership technicians are to first check the personalization settings that the customer has the IPC set to.

It is possible to set the IPC up where it appears that half of it is blank.

Refer to the Owner's Manual for the "Simplify" heading under the Warning Lights, Gauges, and Indicators section.

Once it has been determined that this is not a customer induced setting, allow the vehicle to go through a complete sleep cycle by turning the ignition off, opening and closing the driver's door to disable Retained Accessory Power (RAP) and then allow the vehicle to sit there, undisturbed for a full 5 minutes.

If the concern has been resolved, this confirms the issue.

At this point, the IPC must be reprogrammed, following the instructions in Service Information (SI).

New software has already been released to combat this concern.

If any issues are encountered during the Graphics Programming portion of the procedure, or the standard SPS programming, please contact the Techline Customer Support Center (TCSC) as needed.

Warranty Information

Because the concern may be resolved by one of several different actions, please use the labor op that most closely matches the procedure performed on the vehicle.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Version History

Version	1
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