TECHNICAL

Subject: Cluster Graphics Programming Failure

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 LTD (RPO J21, VIN Digit 5 = W / Y)	2022	2022				
	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)						
	Silverado 1500	2023	2023				
	Suburban	2022	2023				
	Tahoe						
GMC	Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9)	2022	2022				
	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)						
	Sierra 1500	2023	2023				
	Yukon Yukon XL	2022	2023				

Involved Region or Country	United States, Canada, Mexico, Europe, Uzbekistan, Russia, Middle East, Argentina (Mercosur), Brazil (Mercosur), Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Paraguay (West), Peru (West), Uruguay (West), Japan, Cadillac Korea (South Korea), Thailand (ASEAN), Other Africa
Additional Options (RPOs)	Equipped with RPOs UDV Clusters and IOK Radios.
Condition	Dealers may notice when updating UDV instrument clusters that the graphics programming will fail. Technicians may notice an error message on their computer while trying to program the cluster graphics for these specific cluster part numbers only. DO NOT replace hardware if vehicle is not built with one of these part numbers below: • 86789009 — VPNYGF-10849-FL • 86789010 — VPNYGF-10849-DM • 86789011 — VPNYGF-10849-EM
Cause	The cause of the condition may be due to a software anomaly in the Instrument Panel Cluster (IPC).
Correction	Dealers are to replace the cluster if built with the following cluster part numbers ONLY. Refer to *Instrument Cluster Replacement in SI.*

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

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.

- 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.

- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.

- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/ Maintenance (I/M) system status indicators to NO.

Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.

- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.

- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

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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Important: If the vehicle VIN DOES NOT match, the message below will be shown
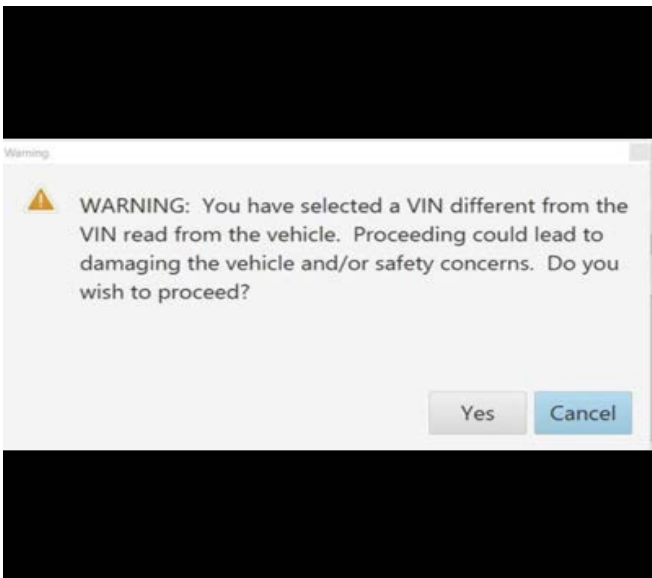

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Important: Techline Connect screens shown above.

Important: If the same calibration/software warning is noted on the TLC 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 section of the bulletin.

1. Reprogram the Instrument Cluster. Refer to *P16 Instrument Cluster: Programming and Setup in SI.*
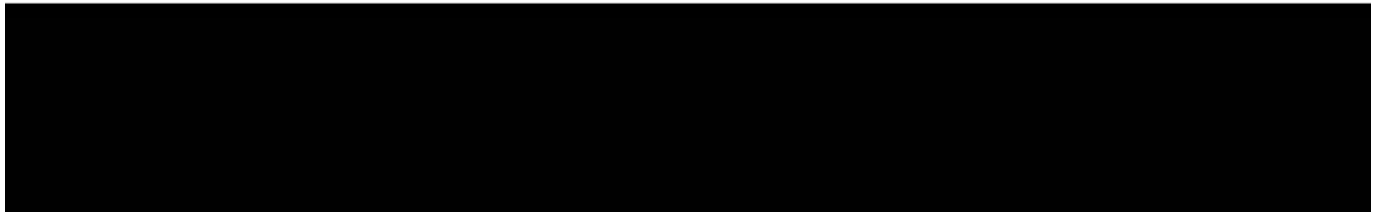
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Note: The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

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

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

Parts Information

Use the VIN and refer to the GM Electronic Parts Catalog (EPC) to determine the proper part to order.

Causal Part	Description	Part Number	Qty
X	Instrument Cluster	86516855	1
X	Instrument Cluster	86516856	1
X	Instrument Cluster	86516857	1
X	Instrument Cluster	86516858	1
X	Instrument Cluster	86516859	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
*3431030	Instrument Cluster Replacement	Use Published Labor Operation Time

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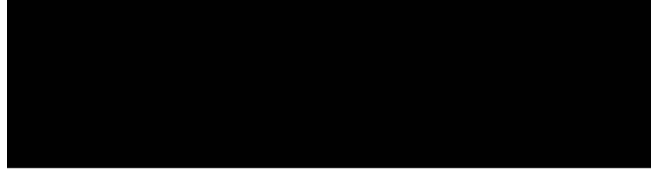

Labour Time [Top]
Labour Operation Code:

Additional labour op code information: SPS Warranty Claim Code:
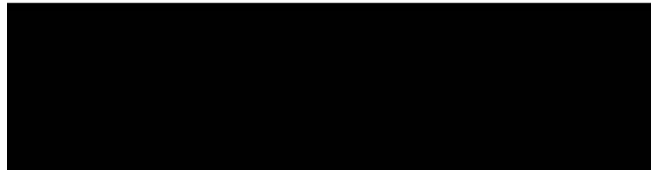
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- The Warranty Claim Code must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

Warranty Claim Code Information Retrieval
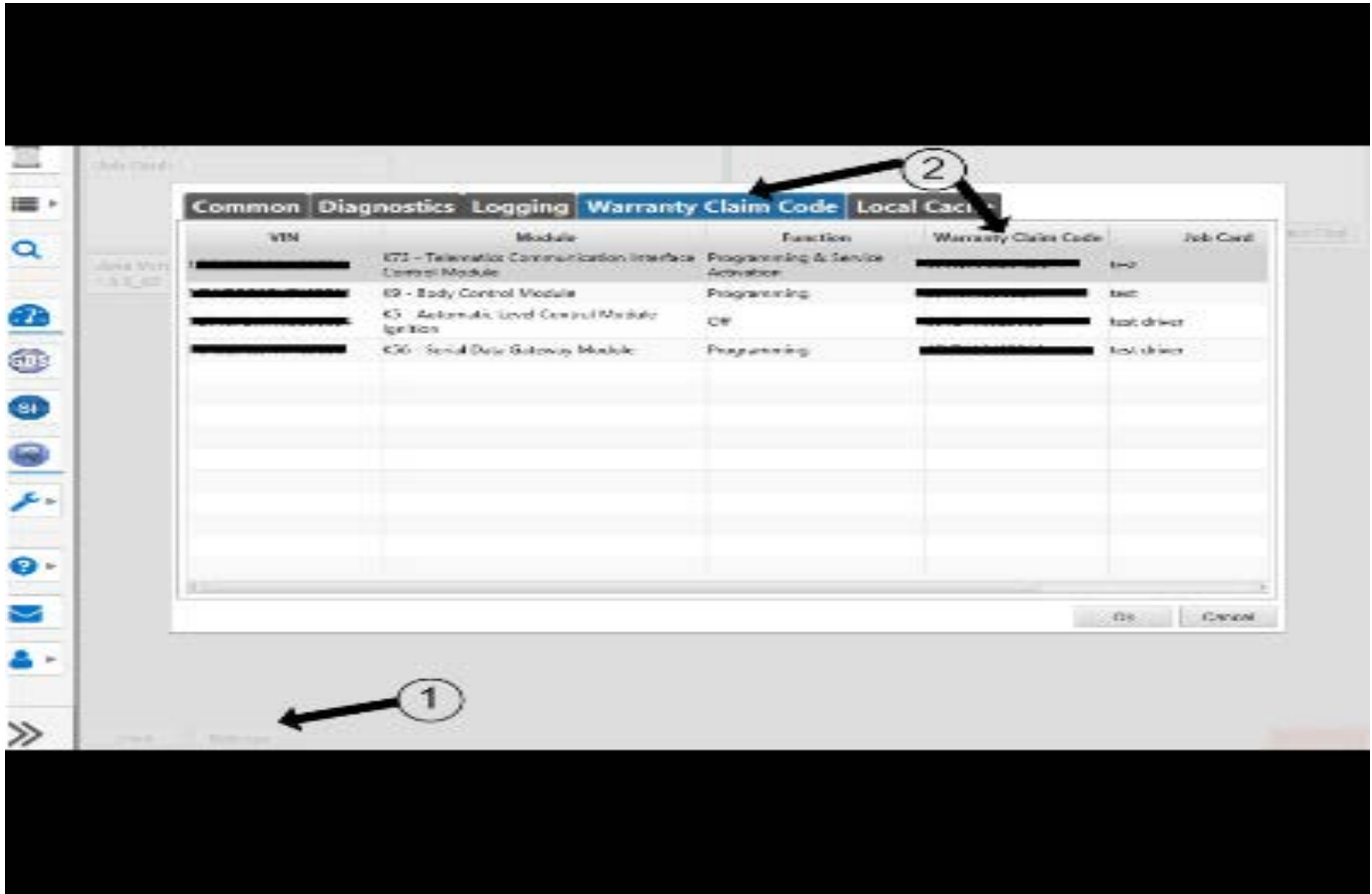
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If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

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 November 17, 2023