



Service Bulletin

Bulletin No.: 21-NA-054

Date: November, 2021

TECHNICAL

Subject: Instrument Cluster Resets, Center Display Goes Blank or Gauges Inoperative, DTC U0155 Set

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, Europe, Middle East, Israel, Palestine, Chile, Colombia, Paraguay, Peru, Cadillac Korea (South Korea), GM Korea Company, China, Japan, Thailand
Additional Options (RPOs)	Equipped with Instrument Cluster UHS
Condition	<p>Some customers may comment that intermittently the instrument panel cluster (IPC) may exhibit any of the following conditions:</p> <ul style="list-style-type: none"> • 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. • Certain IPC drive modes cannot be selected, skipped or stuck in one mode (Camaro only).
Cause	This may be caused by a software anomaly.
Correction	Reprogram the instrument panel cluster via Programming, USB File Transfer, and Setup and Configuration, in that specific order.

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.

- 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.
- 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.
- 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.

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.

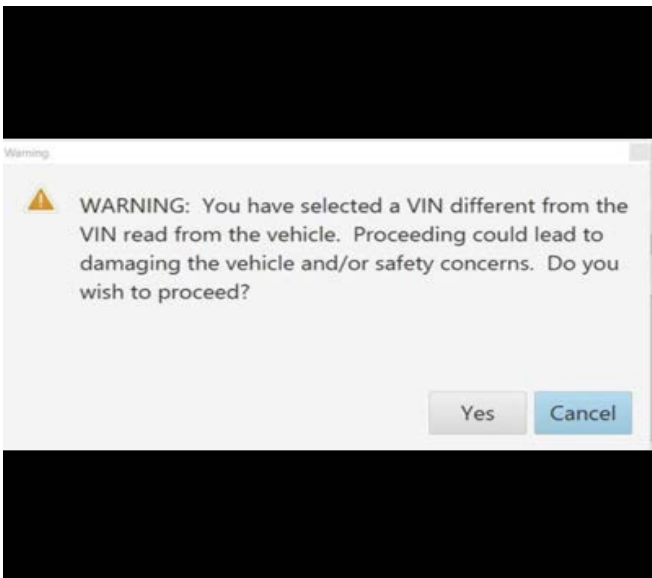
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in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

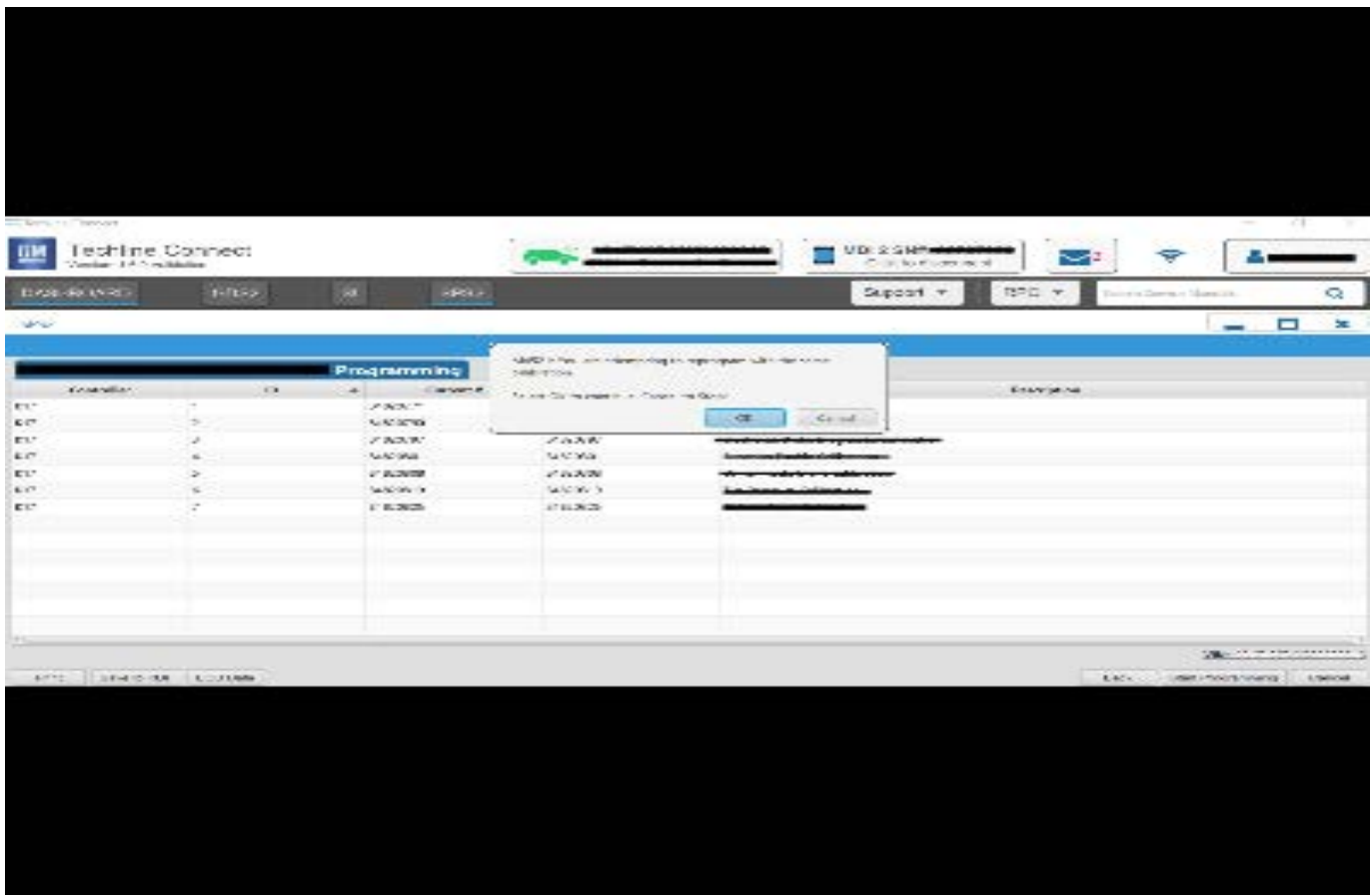


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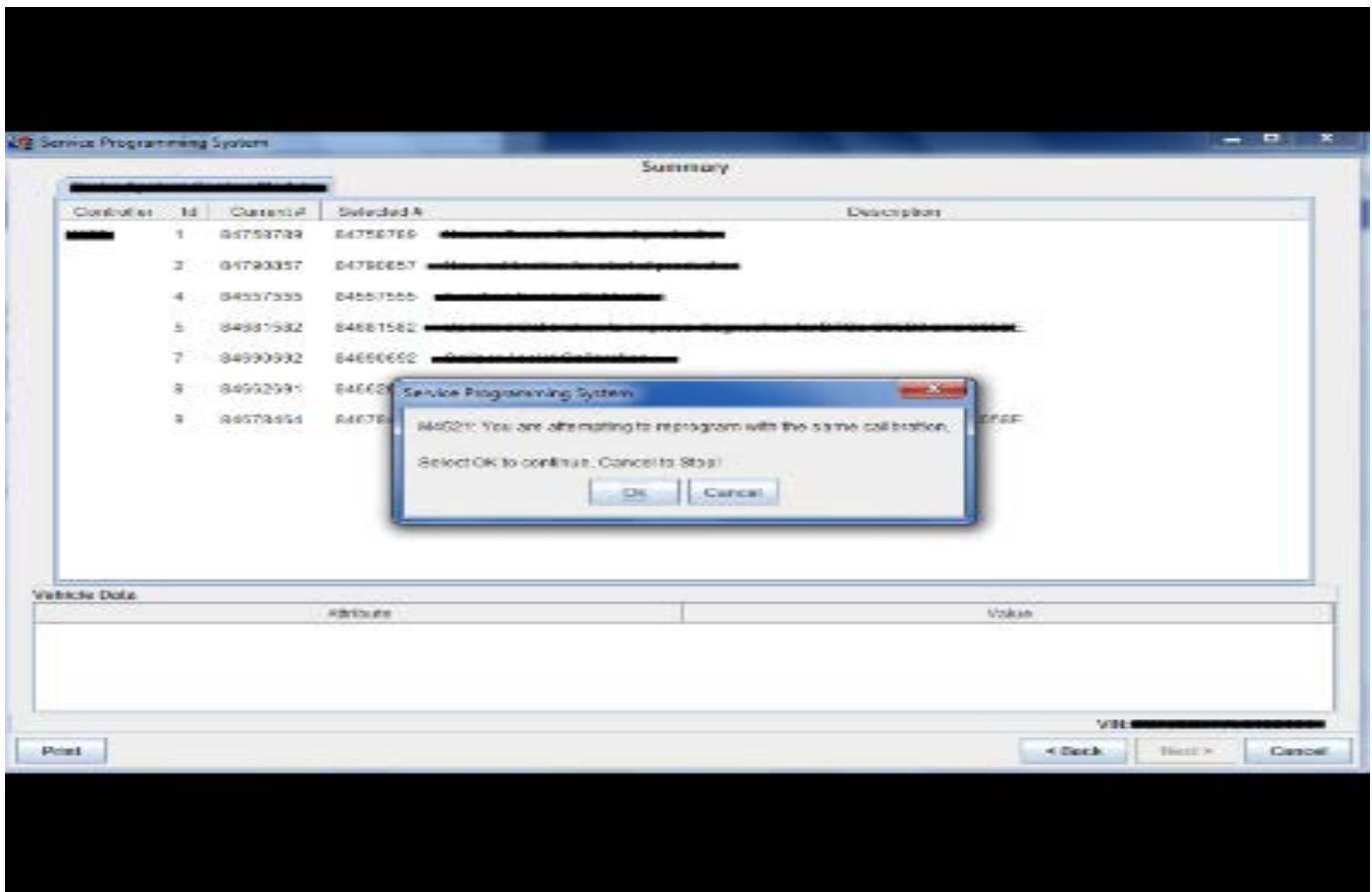
Important: If the vehicle VIN DOES NOT match, the message below will be shown.



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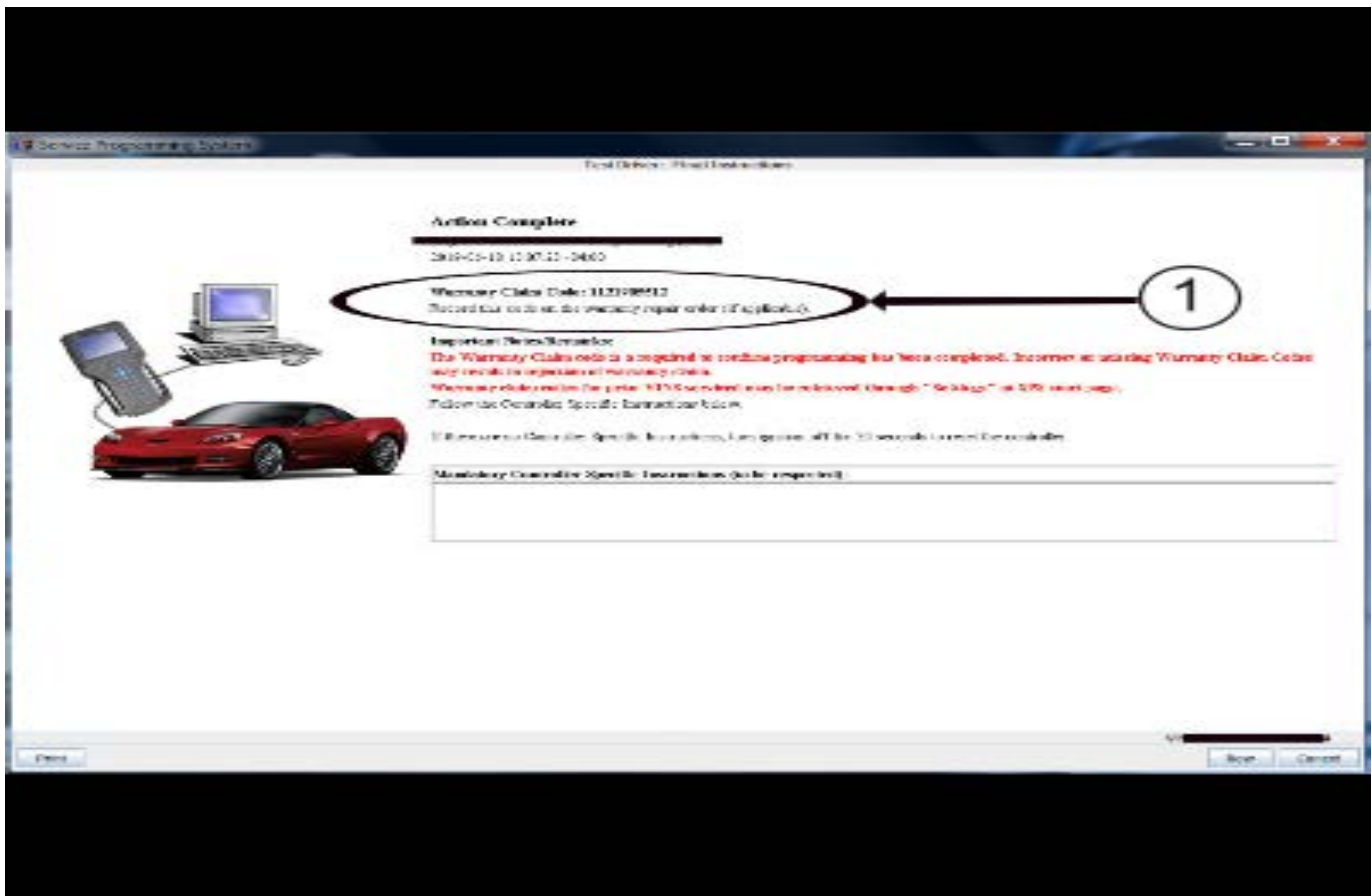
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Important: Techline Connect and TIS2WEB screens shown above.

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.

1. Reprogram the instrument cluster. Perform all three events, Programming, USB File Transfer, and Setup and Configuration in that order. Refer to *P16 Instrument Cluster: Programming and Setup* in SI.





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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.

- 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	4
Modified	Released March 09, 2021 June 01, 2021 – Updated the Involved Region or Country section and a step in the Correction section, added a Tip and changed the programming sequence of events in the Service Procedure. October 12, 2021 – Added Europe to Involved Region or Country section, Camaro only information to Condition section and updated programming process in Service Procedure. November 08, 2021 – Added DTC U0155 to Subject.

