

#07187C: Special Coverage Adjustment - Instrument Panel Cluster Gauge Needle Function - (Mar 20, 2009)

Subject: 07187C -- SPECIAL COVERAGE ADJUSTMENT - INSTRUMENT PANEL CLUSTER GAUGE NEEDLE FUNCTION



Models: 2003-2004 CADILLAC ESCALADE, ESCALADE ESV, ESCALADE EXT
2005 CADILLAC ESCALADE, ESCALADE ESV, ESCALADE EXT (U.S. ONLY)
2003-2004 CHEVROLET AVALANCHE, SILVERADO, SUBURBAN, TAHOE
2005 CHEVROLET AVALANCHE, SILVERADO, SUBURBAN, TAHOE (U.S. ONLY)
2003-2004 GMC SIERRA, YUKON, YUKON XL
2005 GMC SIERRA, YUKON, YUKON XL (U.S. ONLY)

THIS BULLETIN IS BEING REVISED TO INCLUDE CERTAIN 2005 MODEL YEAR VEHICLES IN THE U.S. ADDITIONALLY, FOR U.S. 2003-2005 MODEL YEAR VEHICLES, GM WILL PROVIDE THE INSTRUMENT PANEL CLUSTER (IPC) ONLY, AT NO CHARGE TO THE CUSTOMER FOR VERIFIED FAILURES BETWEEN 70,001 MILES (110,001 KM) AND 80,000 MILES (130,000 KM). ANY ADDITIONAL COSTS, INCLUDING LABOR TO REPLACE THE INSTRUMENT PANEL CLUSTER, WILL BE THE RESPONSIBILITY OF THE CUSTOMER. DEALERS WILL BE RESPONSIBLE FOR THE RETURN OF THE CUSTOMER'S IPC BACK TO THE ELECTRONIC SERVICE CENTER. PLEASE DISCARD ALL COPIES OF BULLETIN 07187B, ISSUED SEPTEMBER 2008..

CUSTOMERS ARE BEING INSTRUCTED TO CONTACT THE DEALERSHIP TO ARRANGE AN APPOINTMENT IF THEY BELIEVE THEIR VEHICLE HAS THIS CONDITION. THE CUSTOMER IS BEING ASKED TO PROVIDE THE VIN SO THE IPC CAN BE ORDERED IN ADVANCE OF THE SCHEDULED APPOINTMENT. THIS WILL ELIMINATE THE NEED TO KEEP THE VEHICLE OVERNIGHT. DEALERS ARE TO OBTAIN THE VEHICLE MILEAGE WHEN SCHEDULING A SERVICE APPOINTMENT. THE VEHICLE MILEAGE WILL BE REQUIRED WHEN PLACING AN ORDER FOR THE IPC.

Condition

Some customers of all 2003-2004 model year and certain U.S. 2005 model year Cadillac Escalade, Escalade ESV, and Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, and Tahoe; and GMC Sierra, Yukon, and Yukon XL vehicles have reported that one or more of the instrument panel (IP) cluster gauges stick, flutter, or become inoperative. This may cause inaccurate readings, including the speedometer and fuel gauge.

Special Coverage Adjustment

This special coverage covers the condition described above for a period of 7 years or 70,000 miles (110,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to replace the instrument panel cluster after the condition has been verified. The repairs will be made at no charge to the customer.

For verified failures between 70,001 miles (110,001 km) and 80,000 miles (130,000 km) on U.S. vehicles, dealers are to provide the customer with an instrument panel cluster (IPC) only. Any additional costs, including labor to replace the instrument panel cluster, will be the responsibility of the customer. Dealers are responsible for the return of the customer's IPC back to the Electronic Service Center.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after September 28, 2007 for 2003-2004 model year vehicles, and March 23, 2009 for 2005 model year vehicles, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to September 28, 2007 for 2003-2004 model year vehicles, or March 23, 2009 for 2005 model year vehicles, must be submitted to the Service Contract provider.

Vehicles Involved

Involved are *all* 2003 and 2004 model year and certain U.S. 2005 Cadillac Escalade, Escalade ESV, and Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, and Tahoe; and GMC Sierra, Yukon, and Yukon XL vehicles built within the following VIN breakpoints:

<i>YEAR</i>	<i>DIVISION</i>	<i>MODEL</i>	<i>FROM</i>	<i>THROUGH</i>
2003	Cadillac	Escalade	3R100001	3R320163
2004	Cadillac	Escalade	4R100006	4R323240
2005	Cadillac	Escalade	5R100001	5R199235
2003	Cadillac	Escalade ESV	3G117982	3G348029
2004	Cadillac	Escalade ESV	4G100001	4G343605
2005	Cadillac	Escalade ESV	5G100006	5G199627
2003	Cadillac	Escalade EXT	3G100002	3G343890
2004	Cadillac	Escalade EXT	4G100005	4G343604
2005	Cadillac	Escalade EXT	5G100009	5G199571
2003	Chevrolet	Avalanche	3G100001	3G347428

2004	Chevrolet	Avalanche	4G100011	4G344788
2005	Chevrolet	Avalanche	5G100003	5G199674
2003	Chevrolet	Silverado	31100001	31412794
2003	Chevrolet	Silverado	3E100001	3E381150
2003	Chevrolet	Silverado	3F100001	3F259060
2003	Chevrolet	Silverado	3M100001	3M112290
2003	Chevrolet	Silverado	3Z100001	3Z361857
2004	Chevrolet	Silverado	41100005	41435572
2004	Chevrolet	Silverado	4E100001	4E403760
2004	Chevrolet	Silverado	4F100001	4F269046
2004	Chevrolet	Silverado	4M100006	4M112271
2004	Chevrolet	Silverado	4Z100002	4Z353683
2005	Chevrolet	Silverado	51100014	51247028
2005	Chevrolet	Silverado	5E100002	5E223209
2005	Chevrolet	Silverado	5F800001	5F882297
2005	Chevrolet	Silverado	5Z100003	5Z224691
2003	Chevrolet	Suburban	3G100007	3G348254
2003	Chevrolet	Suburban	3J100007	3J346322

2003	Chevrolet	Suburban	3R100004	3R319989
2004	Chevrolet	Suburban	4G100010	4G344801
2004	Chevrolet	Suburban	4J100031	4J333376
2004	Chevrolet	Suburban	4R100001	4R323241
2005	Chevrolet	Suburban	5G100001	5G199663
2005	Chevrolet	Suburban	5J100003	5J192999
2005	Chevrolet	Suburban	5R100015	5R199187
2003	Chevrolet	Tahoe	3J100001	3J346326
2003	Chevrolet	Tahoe	3R100014	3R320162
2004	Chevrolet	Tahoe	4J100005	4J333379
2004	Chevrolet	Tahoe	4R100003	4R323252
2005	Chevrolet	Tahoe	5J100002	5J193163
2005	Chevrolet	Tahoe	5R100002	5R199238
2003	GMC	Sierra	31100003	31412793
2003	GMC	Sierra	3E100003	3E381153
2003	GMC	Sierra	3F100008	3F259040
2003	GMC	Sierra	3Z100004	3Z900320
2004	GMC	Sierra	41100001	41435571

2004	GMC	Sierra	4E100002	4E403758
2004	GMC	Sierra	4F100005	4F269047
2004	GMC	Sierra	4Z100001	4Z900747
2005	GMC	Sierra	51100001	51247001
2005	GMC	Sierra	5E100001	5E223208
2005	GMC	Sierra	5F800011	5F882292
2005	GMC	Sierra	5Z100001	5Z900686
2003	GMC	Yukon	3J100003	3J346327
2003	GMC	Yukon	3R100006	3R320129
2004	GMC	Yukon	4J100002	4J333371
2004	GMC	Yukon	4R100002	4R323250
2005	GMC	Yukon	5J100012	5J193294
2005	GMC	Yukon	5R100004	5R199229
2003	GMC	Yukon XL	3G100020	3G348252
2003	GMC	Yukon XL	3J100006	3J346324
2003	GMC	Yukon XL	3R100002	3R320042
2004	GMC	Yukon XL	4G100023	4G340744
2004	GMC	Yukon XL	4J100001	4J333378

2004	GMC	Yukon XL	4R100004	4R323210
2005	GMC	Yukon XL	5G100029	5G199661
2005	GMC	Yukon XL	5J100001	5J191982
2005	GMC	Yukon XL	5R100003	5R199219

Parts Information - U.S. and Canadian Dealers Only

Instrument panel clusters (IPC) required to complete this special coverage are to be obtained from the Electronic Service Centers. The vehicle mileage will be required when placing an order. Refer to GM Service Policies and Procedures Manual, section 1.5.9, for specific procedures. To eliminate keeping the customer's vehicle overnight, customers are being told to contact the dealership to arrange a service appointment and to supply their VIN. Dealers are to pre-order the IPC identifying the part from the Electronic Parts Catalog using the VIN filter so it will be at the dealership on the day of the scheduled appointment.

1. The customer will contact the dealership to arrange an appointment and provide their VIN.
2. Contact a GM Authorized Electronic Service Center to order an exchange and arrange for delivery of the pre-exchange product.
3. All units will be shipped FedEx Ground (US) or Purolator (Canada).
4. After removal of the defective unit, return the defective core to the Electronic Service Center using the supplied pre-paid Automatic Return shipping (ARS) label.
5. Failure to return the product within 30 days to the Electronic Service Center will result in a charge to the Dealer's Open Parts Account.

Parts Information - Export Dealers Only

For Export Dealers Only: Order appropriate instrument panel cluster from General Motors Service and Parts Operation (GMSPPO).

Customer Notification

General Motors has notified customers of 2003-2004 vehicles of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly). Customers with 2006 vehicles have been provided with a court-approved notice of the settlement.

Service Procedure

Important: There are pre-programming instructions for 2003 model year instrument panel clusters (IPC). In order for the engine hours to set to their current value when the IPC is replaced, carefully read and follow the instructions below. This information is applicable for 2003 model year IPCs only. An add time of 0.1 for the pre-programming requirement is published in the Claim section of the bulletin.

2003 Model Year Instrument Panel Cluster (IPC) Pre-Programming Instructions

- Install the IPC. Ensure everything is connected properly. The replacement IPC requires SPS Programming and IPC Setup procedures to be performed. It does not matter which procedure is performed first.
- Start the engine and then select IPC Setup. You must have the engine running before performing the IPC Setup.
- Select IPC Setup. With the engine running, enter the appropriate mileage and engine hours.
- Select "OK". Review the pop up asking you to verify the mileage and engine hours. Move the pop up out of the way if necessary to view the verification screen. This may require a click and drag of the dialog box.
- Verify that the mileage and engine hours are correct and select "OK". *DO NOT* turn the ignition OFF until the engine has "run" for approximately seven (7) minutes. Allowing the engine to idle for this period of time allows the IPC to accumulate 1/10th of an hour and write the correct engine hour value to the permanent memory.

The engine must be running before set up is performed and run for approximately seven minutes after the user selects "OK" confirming their mileage/engine hour inputs. After approximately seven minutes, shut the engine OFF and complete the event. The seven minute clock starts after you select "OK", confirming the entries.

Note: Based on feedback from technicians, we are currently making changes to the "IPC Setup" application which will include several enhancements to the set up screens. These are scheduled to be released and available in TIS2WEB very soon.

Important: Only IPC conditions listed in the Condition section of the bulletin are covered under this special coverage program. In a small number of vehicles, the condition may be intermittent and the gauge sweep test may not always verify the condition.

IPC Performance

IPC performance may be affected by the following conditions:

- Cold temperatures
- Temperature fluctuations
- High humidity
- Driving over rough surfaces such as dirt roads or potholes

Customer Comments and Observations

Customers who describe gauge performance as jumpy, sticky, slow or erratic. Gauge performance may also be described as being inoperative or inaccurate. For example, for a period of time the speedometer may appear to move normally but be inaccurate and not return to zero (0) after the vehicle comes to a stop. This inaccurate condition may be more or less pronounced during the drive cycle and may, for a time, return to normal operation. A Tech 2 sweep test may not reveal the condition.

- Perform a gauge sweep test to determine/verify that an IPC gauge is sticking, stuck, or inoperative. Using the Tech 2, navigate to the following screens to perform the gauge sweep test: Body -> Instrument Panel Cluster -> Special Functions -> IPC Gauges -> Display(s) Test.
 - If one or more of the gauges are sticking, stuck, or inoperative. Replace the IPC. Refer to Step 2.

- If the Tech 2 gauge sweep test does *NOT* verify the condition but a customer's comments and observations include information that it outlined in the IPC Performance and/or Customer Comments and Observations section of the bulletin, replace the IPC. Refer to Step 2.
- If the Tech 2 gauge sweep test does *NOT* verify the condition and a customer's comments and observations do *NOT* include information that is outlined in the IPC Performance or Customer Comments and Observations section of the bulletin, do *NOT* replace the IPC. Submit a claim for Perform Tech 2 Gauge Sweep Test.

Important: If the IPC is to be replaced, record the vehicle odometer and engine hour (where applicable) value from the original IPC.

- Remove the instrument panel cluster. Refer to the appropriate vehicle IPC removal and installation procedure in SI.
- Install the new instrument panel cluster. Refer to the appropriate vehicle IPC removal and installation procedure in SI.

J2534 Pass-Thru or Tech 2 Legacy Pass-Thru Programming Method for the IPC

Important: If Pass-Thru programming fails, call Techline Customer Support Center (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French). A "Candi" module is necessary.

CALIBRATION INFORMATION

Do not attempt to order the calibration number from GMSPO. The calibration numbers required for this service procedure are programmed into control modules via a Techline Tech 2® scan tool and TIS 2 Web with the calibration update. Use *TIS2Web version 8.5 for 2007* (available on 08/20/07). If you cannot access the calibration, call the Techline Customer Support Center at 1-800-828-6860 (English) or 1-800-503-3222 (French) and it will be provided.

Notice: Before reprogramming, please check the battery condition to prevent a reprogramming error of any of the modules due to battery discharge. Battery voltage must be between 12 and 16 volts during reprogramming. If the vehicle battery is not fully charged, use approved Midtronics PCS charger, a fully charged 12V jumper, or booster pack disconnected from the AC voltage supply. Be sure to turn off or disable any system that may put a load on the battery, such as automatic headlamps, daytime running lights, interior lights, heating, ventilation, and air conditioning (HVAC) system, radio, engine cooling fan, etc. A programming failure or control module damage may occur if battery voltage guidelines are not observed.

The ignition switch must be in the proper position. The Service Programming System (SPS) application prompts you to turn ON the ignition, with the engine OFF. DO NOT change the position of the ignition switch during the programming procedure, unless instructed to do so.

Make certain all tool connections are secure, including the following components and circuits:

- The RS-232 communication cable port
- The connection at the data link connector (DLC)
- The voltage supply circuits

DO NOT disturb the tool harnesses while programming. If an interruption occurs during the programming procedure, programming failure or control module damage may occur.

DO NOT turn OFF the ignition if the programming procedure is interrupted or unsuccessful. Ensure that all control module and DLC connections are secure and the TIS terminal operating software is up to date.

- Verify that there is a battery charge of 12 to 16 volts. The battery must be able to maintain a charge during programming. Only use approved Midtronics PCS charger, a fully charged 12V jumper, or booster pack disconnected from the AC voltage supply to maintain proper battery voltage during programming.

Important: IPC Programming and IPC Setup are required after installing the IPC. First select *IPC Instrument Panel Cluster* from the Supported Controllers screen to perform the first calibration. After completing the first programming event, complete the IPC Setup. Select *IPC/IPC Setup* from the Supported Controllers screen. The odometer mileage and engine hour information (where applicable) is required to perform the IPC Setup. Follow the TIS2WEB instructions.

Important: For information about odometer mileage and engine hour setup, please refer to Technical Service Bulletin 07-08-49-015.

- Reprogram the instrument panel cluster (IPC). Refer to SI and Service Programming System (SPS) documentation for IPC programming instructions, if required.

Claim Information

For vehicles repaired under the terms of this special coverage, submit a claim with the information indicated below:

Repair Performed	Part Count	Part No.	Parts Allow	CC -FC	Labor Op	Labor Hours	Net Item
2003-2004 MY & US 2005 MY Perform Tech 2 Gauge Sweep Test	N/A	N/A	N/A	MK-95	T5685	0.2	N/A
2003-2004 MY & US 2005 MY Replace & Reprogram IPC (inc. Gauge Sweep Test)	N/A	N/A	N/A	MK-95	T5686	0.9*	\$25.00**
Add: 2003 MY Vehicles (Addt'l Vehicle Run Time)						0.1	
US 2003-2005 MY: Provide IPC Only - Veh. Mileage 70,001 miles (110,001 km) - 80,000 miles (130,000 km)	N/A	N/A	N/A	MK-95	T5687	0.2*	\$25.00**
2003-2004 MY & 2005 MY	N/A	N/A	N/A	MK-95	T5688	0.2	***

Customer Reimbursement (Canadian & Export Dealers/US CAC)							
---	--	--	--	--	--	--	--

* Labor time includes 0.2 hours administrative allowance.

** The amount identified in the "Net Item" column represents the amount allowed for IPC exchange.

*** The amount identified in the "Net Item" column should represent the customer reimbursement amount.

Customer Reimbursement - For US

All customer requests for reimbursement for previous repairs for the special coverage condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Customer Reimbursement Procedure and Claim Form is included with the customer letter.

Important: Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

Customer Reimbursement - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer within one year. Repairs must have occurred within the 7 years of the date the vehicle was originally placed in service, or 110,000 kilometers, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

The letter below was sent to customers of 2003 & 2004 model years vehicles. Customers with 2005 model year vehicles have been provided with court-approved notice of the settlement.

Dear General Motors Customer:

As the owner of a 2003 or 2004 model year Cadillac Escalade, Escalade ESV or Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, or Tahoe; or GMC Sierra, Yukon, or Yukon XL vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some of these vehicles could develop a condition where one or more of the instrument panel gauge needles may stick, flutter, or become inoperative. This may cause inaccurate readings, including the speedometer and the fuel gauge.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has this condition.

What We Have Done: General Motors is providing owners with a special coverage that extends the warranty on the instrument panel cluster for the condition described above. If this condition occurs on your 2003 or 2004 model year Cadillac Escalade, Escalade ESV, or Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, or Tahoe; GMC Sierra, Yukon, or Yukon XL within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at no charge.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. If you believe your vehicle has this condition, contact your GM dealer to schedule an appointment at a time that is convenient for you. Your dealer will inspect the vehicle and if the condition is found, your dealer will replace the instrument panel cluster. When calling your dealer, please have your 17 character vehicle identification number (VIN) handy so your dealer can ensure that the cluster will be available on your appointment date. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below. The Customer Assistance Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Guam	1-671-648-8650	
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

General Motors Corporation

Enclosure

07187