



Service Bulletin

File In Section: Special Coverage
Bulletin No.: 07187
Date: September 2007



SPECIAL COVERAGE

SUBJECT: SPECIAL COVERAGE ADJUSTMENT – INSTRUMENT PANEL CLUSTER GAUGE NEEDLE FUNCTION

MODELS: 2003-2004 CADILLAC ESCALADE, ESCALADE ESV, ESCALADE EXT
2003-2004 CHEVROLET AVALANCHE, SILVERADO, SUBURBAN, TAHOE
2003-2004 GMC SIERRA, YUKON, YUKON XL

DUE TO PART AVAILABILITY, THIS SPECIAL COVERAGE IS BEING ADMINISTERED IN PHASES. YOU WILL BE NOTIFIED AS EACH ADDITIONAL PHASE IS RELEASED.

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.

CONDITION

Some customers of 2003-2004 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. Returned IP clusters will be inspected upon return and replacement of IP clusters that do not exhibit the condition will not be covered.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after September 28, 2007 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, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

Involved are certain 2003-2004 model year 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:

YEAR	DIVISION	MODEL	FROM	THROUGH
2003	Cadillac	Escalade	3R100001	3R320163
2004	Cadillac	Escalade	4R100006	4R323240
2003	Cadillac	Escalade ESV	3G117982	3G348029
2004	Cadillac	Escalade ESV	4G100001	4G343605
2003	Cadillac	Escalade EXT	3G100002	3G343890
2004	Cadillac	Escalade EXT	4G100005	4G343604
2003	Chevrolet	Avalanche	3G100001	3G347428
2004	Chevrolet	Avalanche	4G100011	4G344788
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
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
2003	Chevrolet	Tahoe	3J100001	3J346326
2003	Chevrolet	Tahoe	3R100014	3R320162
2004	Chevrolet	Tahoe	4J100005	4J333379
2004	Chevrolet	Tahoe	4R100003	4R323252
2003	GMC	Sierra	31100002	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
2003	GMC	Yukon	3J100003	3J346327
2003	GMC	Yukon	3R100006	3R320129
2004	GMC	Yukon	4J100002	4J333371
2004	GMC	Yukon	4R100002	4R323250
2003	GMC	Yukon XL	3G100020	3G348252
2003	GMC	Yukon XL	3J100006	3J346324
2003	GMC	Yukon XL	3R100002	3R320042

VEHICLES INVOLVED, Cont'd.

YEAR	DIVISION	MODEL	FROM	THROUGH
2004	GMC	Yukon XL	4G100023	4G340744
2004	GMC	Yukon XL	4J100001	4J333378
2004	GMC	Yukon XL	4R100004	4R323210

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. 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.
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 (GMSPO).

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

SERVICE PROCEDURE

Important: Dealers will be debited for IPCs returned for reasons other than cluster gauges sticking, fluttering, or inoperative.

1. 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 indicates the gauges function as designed. Refer to SI diagnostics. Further diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program. You may submit a claim for 0.1 labor hours for inspecting the IPC. Refer to the Claim Information section.

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

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

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

Important: If Tech 2 Legacy 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 GMSP0. 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.

1. 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: Two programming events 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, perform the second programming event. Select **IPC/IPC Setup** from the *Supported Controllers* screen. The odometer mileage and engine hour information (where applicable) is required to perform the second calibration. Follow TIS2WEB instructions. For information about odometer mileage and engine hour setup, please refer to Technical Service Bulletin 07-08-49-015.

2. 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 NUMBER	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS	NET ITEM
Perform Tech 2 Gauge Sweep Test	N/A	N/A	N/A	MK-95	T5685	0.1	N/A
Replace & Reprogram IPC (inc. Gauge Sweep Test)	N/A	N/A	N/A	MK-95	T5686	0.9*	\$20.00
Replace IP Cluster Gauge – Mobile Service Provided at Dealership – Canada Only	N/A	N/A	N/A	MK-95	T5687	0.3**	N/A
Customer Reimbursement (Canadian & Export Dealers/US CAC)	N/A	N/A	N/A	MK-95	T5688	0.2	***

* Labor time includes 0.2 hours administrative allowance.

** Labor includes 0.2 hours administrative allowance and 0.1 hours for the gauge sweep test.

*** 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.

If the work was done by someone other than a GM dealership, the amount of reimbursement will be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.



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

CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the <VINDivisionName> Customer Assistance Center at <DivCACPhone>.

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ ZIP Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
1-800-204-0261