
#04-08-49-015A: Noise Coming From Instrument Panel Cluster (Replace Instrument Panel Cluster (IPC)) - (Nov 6, 2006)

Subject: Noise Coming From Instrument Panel Cluster (Replace Instrument Panel Cluster (IPC))



Models: 2003-2005 Buick LeSabre
2003-2007 Buick Rendezvous
2004-2005 Buick Rainier
2003-2006 Cadillac Escalade, Escalade ESV, Escalade EXT
2003-2005 Chevrolet Cavalier, Impala, Monte Carlo
2003-2006 Chevrolet Avalanche, Suburban, Tahoe, TrailBlazer EXT
2003-2007 Chevrolet Silverado Classic, TrailBlazer
2003-2007 Chevrolet Kodiak Models
2004-2006 Chevrolet SSR
2003-2006 GMC Envoy XL, Yukon, Yukon XL
2004-2005 GMC Envoy XUV
2004-2007 GMC Envoy
2003-2007 GMC Sierra Classic
2003-2004 Oldsmobile Bravada
2003-2005 Pontiac Aztek, Bonneville, Sunfire
2003-2005 HUMMER H2

Attention: Appropriate repair is based on vehicle build date. Use GMVIS to determine the vehicle build date.

This bulletin is being revised to add model years and provide important repair information. Please discard Corporate Bulletin Number 04-08-49-015 (Section 08 -- Body and Accessories).

Condition

Some customers may comment on a noise coming from the instrument panel cluster (IPC) while driving or on initial start-up. Instrument clusters may contain stepper motor gages that can make noise during the following conditions:

- Initial startup (gages zero/reset)

© 2008 General Motors Corporation. All rights reserved.

- Gage ascending and descending (gage sweeping)
- Engine idle (tachometer ticking)
- Engine off (gages reset to zero)

Cause

The cause of this noise may come from the instrument cluster gages, which contain stepper motors. As the gage pointer moves, rotors and gears inside the stepper motors are rapidly rotated and rubbing one another. It is natural to generate mechanical noise due to all gear movement. However, it will not in any way affect the performance and durability of the cluster.

Correction

For vehicles built or clusters remanufactured on or after March 1, 2005, DO NOT exchange the IPC for a noise only concern. As of March 1, 2005, all stepper motor improvements are in place and noise from the cluster is within the acceptable performance. Any remaining noise from the IPC is inherent to the system design and replacing the cluster for just a noise concern will more than likely result in a similar noise. Please inform the customer that the IPC is performing within the acceptable guideline. If after the customer has been informed and still insist to replace the cluster, then the cluster should be replaced.

For vehicles built or clusters remanufactured prior to March 1, 2005, clusters should be replaced for noise concern.

Clusters should continue to be replaced for any concern affecting the functionality of the IPC.

Parts Information

Cluster exchange units can be obtained from an authorized Electronic Service Center.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
N4180	Cluster Assembly, Instrument Panel - Replace	Use Published Labor Operation Time

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION