



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Normal Characteristic - Radio Center Select Button Is Inoperative On ICS And/Or Touch Screen Is Inop

**Models:** 2013 Buick Encore  
With Navigation Radio (RPO UHQ)

### Condition/Concern

A dealer or customer may comment that the center select button on the ICS for the radio is inoperative or the touch screen is inoperative.

### Recommendation/Instructions

**Important:** Do NOT replace any parts for the concern

1. The center Joystick ONLY operates when in the Map Mode. The large chrome dial in the center of the ICS must be used to make a selection then the chrome outer edge needs to be pressed in to make the Selection. See photo below:



2. The vehicle is not equipped with a touch screen and is not available or offered as an option on this vehicle.

### Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

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.



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