



# Service Bulletin

File in Section: -

Bulletin No.: PIC5916

Date: December, 2013

## PRELIMINARY INFORMATION

**Subject:** IPC Not Showing Radio Or Phone Data Audio Off Message Displayed IPC May Change From Touring To Sport Display And Right Steering Wheel Control Inoperative Intermittently

**Models:** 2014 Buick Lacrosse built before 12/19/2013  
2014 Buick Regal built before 1/21/2014

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Some customers may comment the IPC is not showing radio or phone data, Audio Off message is displayed, and the Right Steering Wheel Control is inoperative. They may indicate the IPC intermittently switches to "Sport" display and other cluster personalization features return to factory default.

This may be the result of a reset condition within the IPC.

### Recommendation/Instructions

New IPC software has been created to address these concerns. Using TIS2WEB, please update the IPC calibrations and reevaluate.

**Note:** This update only applies to vehicles built before the dates listed above if audio is still present, radio controls still function, and no current infotainment codes are set.

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2810195	Instrument Cluster Reprogramming with SPS	Use Published Labor Operation Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.