



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Driver Information Center (DIC) Switch Buttons Are Inoperative

Models: 2009 - 2015 Chevrolet Traverse
2008 - 2015 Buick Enclave
2007 - 2015 GMC Acadia
2007 - 2010 Saturn Outlook

This PI was superseded to update Model Years. Please discard PIT4534D.

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

Condition/Concern

The driver information center (DIC) switch buttons are inoperative after the following service procedures:

- Replacing the DIC switch.
- Replacing the instrument panel cluster (IPC).
- Disconnecting the DIC switch during a service procedure.
- Disconnecting the IPC during a service procedure.

This occurs because the IPC needs to see the presence of the DIC switch at the time of battery power connect to the IPC. If the IPC does not detect the DIC switch at power up, the switch will be inoperative. To prevent this condition, always remove battery power to the IPC after service is performed to either the DIC switch or the IPC.

Recommendation/Instructions

Make sure that all of the connectors to the IPC and the DIC switch are connected and then remove the IPC/DSPLY fuse. Reinstall the fuse after a few seconds to return the function of the DIC switch to normal.

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.

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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