



# Service Bulletin

File in Section: -

Bulletin No.: PIC5824A

Date: March, 2014

## PRELIMINARY INFORMATION

**Subject:** Diagnostic Tip: Radio Center Select Button Is Inoperative On ICS And/Or Touch Screen Is Inop

**Models:** 2013 - 2015 Buick Encore

This PI was superseded to update model years and recommendations.  
Please discard PIC5824.

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

### Condition/Concern

A dealer or customer may comment that the center select button on the ICS for their Nav Radio is inoperative and/or may comment that their touch screen is inoperative.

### Recommendation/Instructions

**Important:** Do not replace any parts for the concern.

1. All Models:

The vehicle is not equipped with a touch screen and is not available or offered with such an option.

2. Vehicles with Navigation RPO UHQ Only

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:



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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.