



Service Bulletin

File in Section: -

Bulletin No.: PIC5916B

Date: April, 2014

PRELIMINARY INFORMATION

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

Models: 2014 Buick Lacrosse
Built before 3/14/2014
2014 Buick Regal
Built before 4/22/2014

This PI was superseded to update build dates and include HUD information. Please discard PIC5916A.

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

Condition/Concern

On certain Models, the IPC may exhibit one or all of the following condition(s):

1. Steering wheel control switches will have no backlighting and not respond to inputs. IPC may show "Audio Off" message and not display phone information. Concern will typically recover on next ignition cycle.
2. The IPC will reset or "blank out" while driving and come back on.
3. The IPC display will switch back to "Sport" when the customer has selected "Touring". Other customer settings may change after an ignition cycle or "blank out" of the IPC.
4. The HUD (heads up display) may not retain the customers preferred display setting when ignition is switched off.

Recommendation/Instructions

New IPC software has been created to address these concerns. Please update the instrument panel cluster software using a USB FLASH DRIVE in addition to the Service Programming System (SPS) with the files available on TIS2WEB. Refer to the SPS procedures in SI and re-evaluate.

Note: This update only applies to vehicles built before the dates listed above provided 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.