



Service Bulletin

PRELIMINARY INFORMATION

Subject: Radio Display Touchscreen Inoperative

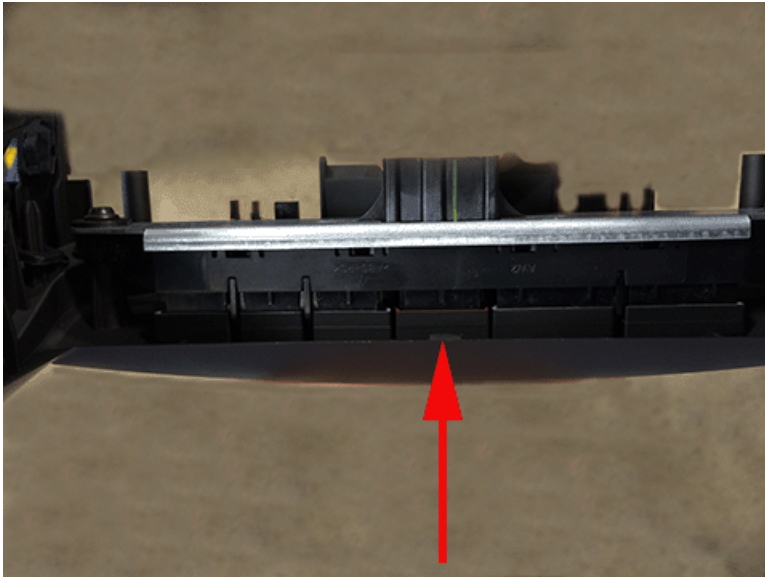
Models: 2014-2015 Buick Regal

Condition/Concern

A customer may comment that the radio touchscreen is inoperative. This may be caused by the radio display bezel contacting the touchscreen at the top center of the display.

Recommendation/Instructions

If this concern is encountered, remove the radio display bezel and Integrated Center Stack (ICS) from the dash, remove the bezel from the ICS, and re-connect the ICS in dash without the bezel. If the concern is still present, follow SI diagnostics for radio display malfunction and repair as necessary. If the concern is no longer present, inspect the inside top center of the bezel for a plastic tab that may be pressing on the display.



If the tab is found to be pressing on the display, carefully remove the tab using a sharp knife or equivalent by shaving the tab so that it is flush to outside edge of the bezel. Reassemble the display and bezel, and re-evaluate touchscreen operation.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
3480168*	Remove The Radio Control Assembly And Trim The Plastic Tab Off	0.5 hr

* This is a unique labor operation for bulletin use only. This will not be published in the Labor Time Guide.

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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