



Service Bulletin

PRELIMINARY INFORMATION

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

Models: 2013 - 2016 Buick Encore

This PI was superseded to update model years. Please discard PIC5824A.

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:



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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