



Bulletin No.: PIC6335B
Published date: 10/30/2018

Preliminary Information

PIC6335B Circular Image Distortion on Any of the Screens Including the Buick Tri-Shield Start Up Screen

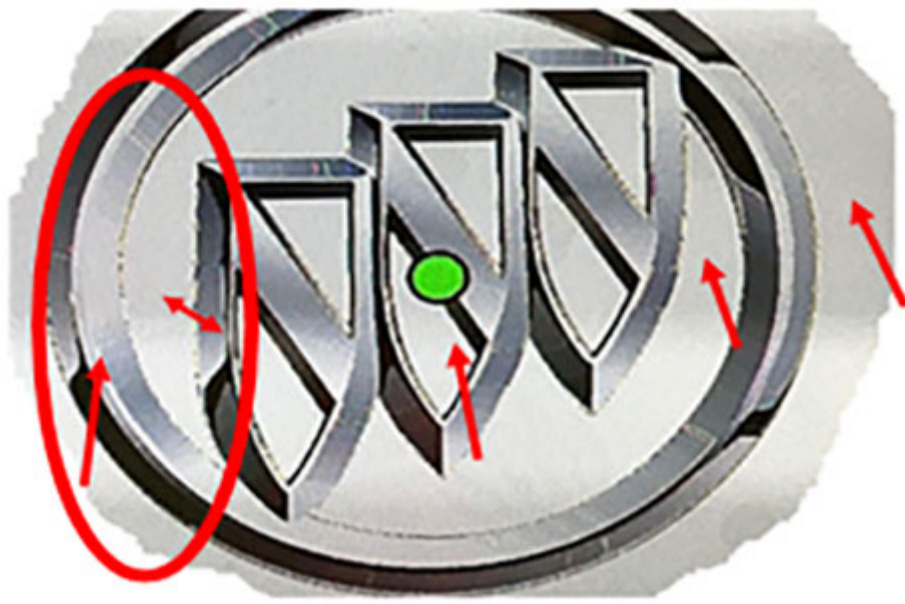
Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	LaCrosse	2018	4/10/2018	End of Production	All	All
Buick	LaCrosse	2019	6/08/2018	9/24/2018	All	All

Note: The Model Table above shows the VIN build date range for vehicles affected by this PI.

Involved Region or Country	North America and all Export Regions
Additional Options (RPO)	IO5 or IO6
Condition	Some customers may comment that they notice a circular image distortion on any of the screens, including the Buick tri-shield starting screen as shown in the examples below. Some technicians have also reported that disconnecting and reconnecting the battery may improve the image quality.
Cause	This is a result of a radio control (ICS) assembly software concern.



Correction:

If this concern is encountered, check for codes and repair as necessary.

If there are no other concerns or codes present, do not replace any parts as engineering is evaluating the concern at this time and replacing parts will not address the concern.

If a service fix is released, a related service bulletin will be released with additional details.

Warranty Information

Labor Operation	Description	Labor Time
3480858	Check for DTCs and Evaluate Radio Control Display Operation	.3 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Version History

Version	3
Modified	6/15/2018 - Created 7/20/2018 - Updated models. 10/30/2018 - Add Model year



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