



Service Bulletin

Bulletin No.: 18-NA-221

Date: May, 2019

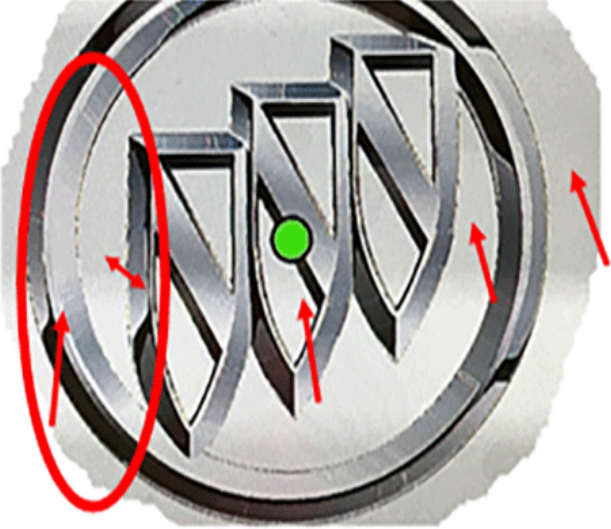

TECHNICAL

Subject: Circular Image Distortion in Circle Icons and Buick Tri-Shield Start-Up Screen

Attention: This Bulletin replaces PIC6335B. Please discard PIC6335B.

| Brand: | Model: | Model Year: | | Build Date: | | Engine: | Transmission: |
|--------|----------|-------------|------|----------------|--------------------|---------|---------------|
| | | from | to | from | to | | |
| Buick | Enclave | 2018 | 2018 | April 2, 2018 | June 4, 2018 | | |
| | LaCrosse | 2018 | 2018 | April 10, 2018 | End of Production | | |
| | LaCrosse | 2019 | 2019 | June 8, 2018 | September 24, 2018 | | |

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|-----------------------------------|-------------------------------------------------|
| Involved Region or Country | North America and N.A. Export Regions |
| Additional Options (RPOs) | Equipped with Infotainment System RPOs IO5, IO6 |

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| <p>Condition</p> | <p>Some customers may comment on image distortion on any of the screens as shown in the examples below:</p>  <p style="text-align: right;">5091330</p> <ul style="list-style-type: none"> • Circular image distortion, Including the Buick tri-shield boot-up screen  <p style="text-align: right;">5096158</p> <ul style="list-style-type: none"> • Video image distortion <p>Some customers may also comment that the concern was not apparent until being operated in high ambient temperatures.</p> |
| <p>Cause</p> | <p>This condition may be caused by a software anomaly in the internal radio control (also known as ICS – Integrated Center Stack).</p> |
| <p>Correction</p> | <p>If this concern is experienced, compare the radio control assembly (ICS) calibration/ software part numbers to those in TIS2Web to determine if any updated radio control assembly (ICS) programming updates are available.</p> <p>Important: If no updates are present, this bulletin does not apply.</p> |

Service Procedure

Note: Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

If radio control assembly (ICS) updates are available, program the radio control assembly by following the Radio Control Programming and Setup procedure in SI, making sure to complete all required programming events outlined.

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description | Labor Time |
|-----------------|--------------------------------------|------------------------------------|
| 2810325 | Radio Control Reprogramming with SPS | Use Published Labor Operation Time |

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| Version | 2 |
| Modified | Released July 09, 2018 May 20, 2019 – Added the 2018-2019 Buick LaCrosse Model with Build Dates and updated the Stable Battery voltage during reprogramming statement. |

Additional Keywords: camera

