



# Preliminary Information

## PIC6370 Driver Information Center Welcome Logo Flickers When Entering Vehicle

Proactive  
Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 1500 (New Model)	2019 - 2019	All	All	All	All
GMC	Sierra 1500 (New Model)	2019 - 2019	All	All	All	All

Condition / Concern

Involved Region or Country	North America
Additional RPO	Equipped with 8" Driver Information Center (UHS)
Condition	When entering the vehicle with the doors previously unlocked and the vehicle modules asleep, the Chevrolet or GMC brand welcome logo will flicker on the driver information center (DIC). If this flicker condition occurs, it could be followed by a black or blank DIC lasting approximately 2 minutes.
Cause	This condition may be caused by a software anomaly in the instrument cluster.

Correction:

Do not replace any parts for this condition. Engineering is aware of the condition and working on a service fix. Once the fix is available, this PI will be replaced with a service bulletin.

Service Procedure

**Note: If the condition is not as described above then this bulletin does not apply. Refer to SI for further information.**

1. Unlock doors and allow vehicle to sit undisturbed for 4 minutes.

**Note: The blank DIC may or may not occur after the logo flickers.**

2. Open door while observing the DIC. As it displays the Chevrolet bow tie or GMC logo observe the image for a noticeable flicker.
  - 2.1 If the screen flickers do not make a repair at this time. Engineering is aware of the condition and working on a software fix. Once the fix is available this PI will be replaced with a service bulletin.
  - 2.2 If the logo does not flicker then this bulletin does not apply. Refer to SI for further information.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3486928	Verify DIC operation	0.3 hour

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 deleted and a bulletin created with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.**

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.

Version History

Version	1
Modified	Created on 8/1/2019



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