



Service Bulletin

Bulletin No.: 19-NA-010

Date: June, 2020

INFORMATION

Subject: Information on Head-Up Display (HUD) on Model Year 2017 and Newer Vehicles – Rotational Feature that Allows for Adjusting of Angle of HUD Image

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2018	2020	—	—	All	All
Cadillac	ATS	2017	2019				
	CT6						
	CTS						
	XTS						
	Escalade Models	2017	2020				
	XT4	2019	2020				
	XT5	2020	2020				
Chevrolet	Camaro	2019	2020				
	Corvette	2018	2019				
		2020	2020				
	Silverado 1500 (New Model)	2019	2019				
	Suburban Tahoe	2018	2020				
GMC	Sierra 1500 (New Model)	2019	2019				
	Yukon Models	2018	2020				

Involved Region or Country	North America, Brazil, Chile, Ecuador, Peru, Europe, Israel, Middle East, China, Japan, GM Korea Company
Additional Options (RPOs)	Equipped with Head-Up Display (RPO UV6)
Condition	Some customers may comment that the image projected on the windshield from the Head-Up Display (HUD) is on an angle.
Cause	The cause of the condition may be that HUD image rotation angle can be adjusted, and may have been adjusted previously by the customer, or someone else.

Correction	<p>Important: DO NOT replace the HUD for this concern.</p> <p>Verify proper HUD adjustment by accessing the Adjust Mode using the steering wheel controls:</p> <p>Go to > DIC > Options > Head Up Display Rotation > Follow arrow prompts</p> <p>If this resolves the customer concern:</p> <ul style="list-style-type: none"> • Please review this information with the customer. • Explain that the HUD system is working as designed. • Please advise the customer that this information is available in the <i>Head-Up Display (HUD)</i> section of the Owner Manual. <p>If an adjustment does not resolve the customer concern, please refer to the diagnostic recommendation <i>Head Up Display Malfunction</i> in SI.</p>
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Parts Information

No parts are required for this repair.

Version	3
Modified	<p>Released January 24, 2019</p> <p>July 30, 2019 – Added additional Models and Model Year 2020.</p> <p>June 08, 2020 – Added the 2020 Corvette to Models, updated the Involved Regions or Country section and added Owner Manual Information to the Correction.</p>

Additional SI Keywords: Head-up Display (HUD) image alignment, rotational feature, not level, mis-aligned, off center, tilted, crooked

