



# Preliminary Information

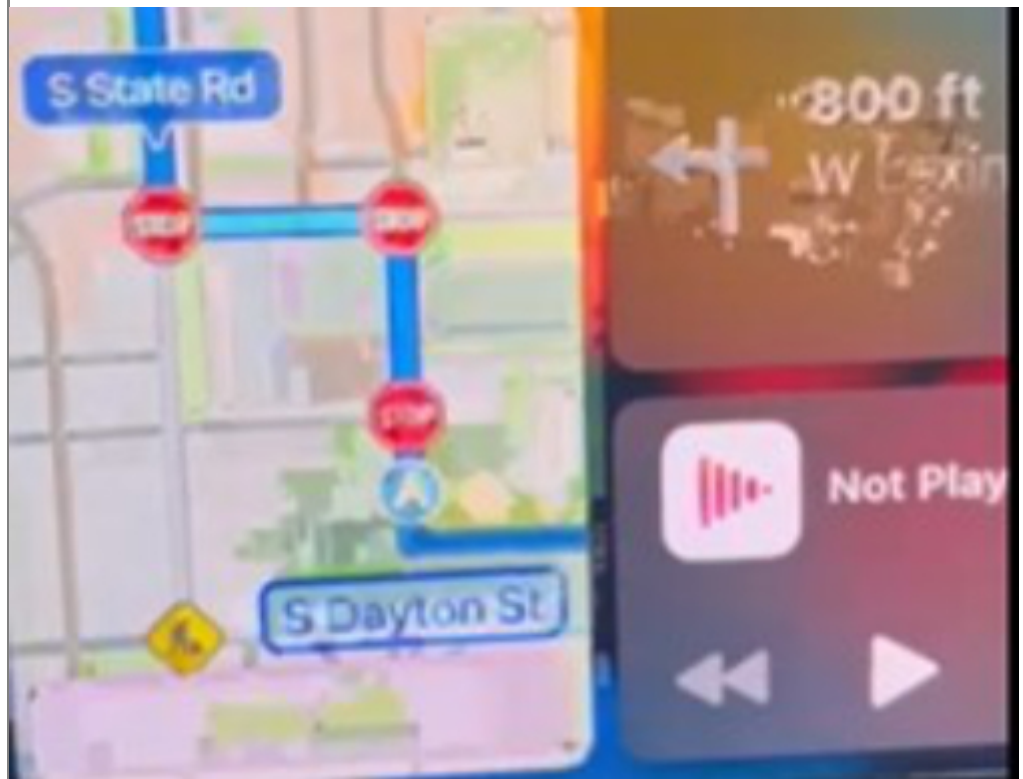
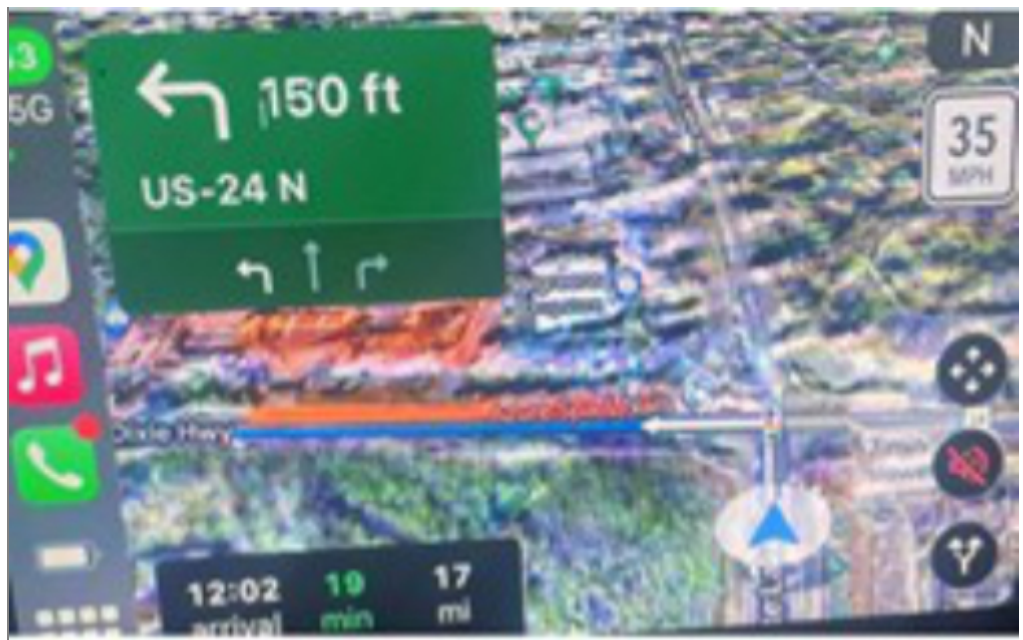
## PIC6486C Apple CarPlay Projection Pixilated/Blurry/Distorted – IOR Radio

Proactive

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Encore GX	2022 - 2023	All	All	All	All
Chevrolet	Blazer	2022 - 2023	All	All	All	All
Chevrolet	Camaro	2022 - 2023	All	All	All	All
Chevrolet	Equinox	2022 - 2023	All	All	All	All
Chevrolet	Malibu	2022 - 2023	All	All	All	All
Chevrolet	Silverado	2022 - 2023	All	All	All	All
Chevrolet	Trailblazer	2022 - 2023	All	All	All	All
Chevrolet	Traverse	2022 - 2023	All	All	All	All
Chevrolet	Trax	2022 - 2024	All	All	All	All
GMC	Acadia	2022 - 2023	All	All	All	All
GMC	Sierra	2022 - 2023	All	All	All	All
GMC	Terrain	2022 - 2023	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	IOR
Condition	<p>Customers may notice at random times that their Apple CarPlay navigation apps may look distorted or not complete.</p> <p>See Photos below of potential examples but not limited to:</p> <p><b>Note: Has been seen with Google maps satellite view</b></p> 



Cause

Engineering is aware of the distorted display view issue in Apple CarPlay Navigation Apps

Correction:

There is no fix at the present time.

To potentially mitigate the issue, customers can try to back out of the screen and cycle through a different app to come back to the screen and the issue may resolve itself for an undetermined period of time.

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
3487718	Apple CarPlay Navigation Apps blurry/distorted – IOR radio	0.2 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 currently evaluating this concern. This PI will be updated with additional details as they become available.

Version History

Version	4
Modified	01/20/2023 - Created on. 01/23/2023 - Updated to change subject and add note 02/08/2023 - Updated to add models 10/26/2023 - Updated to add model year



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