




Preliminary Information

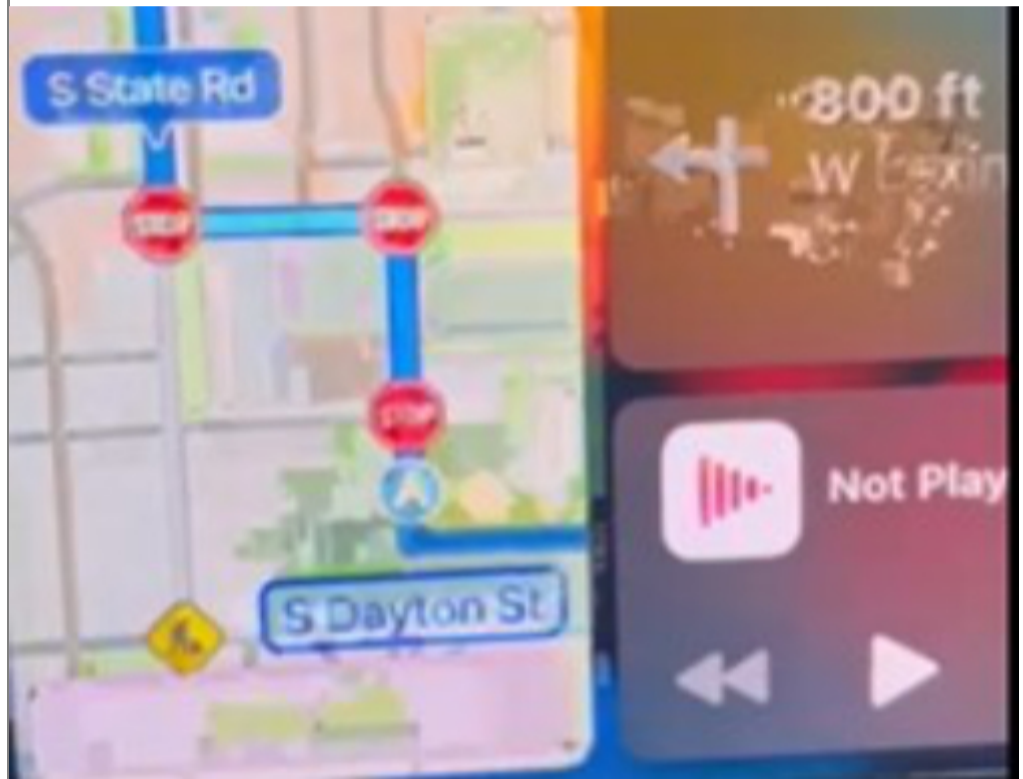
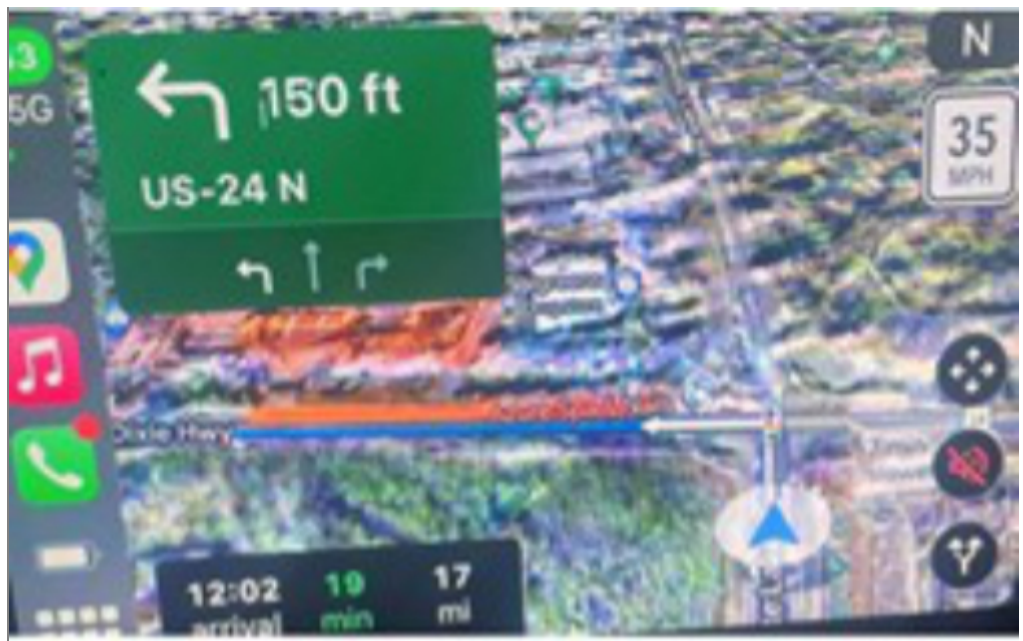
PIC6486E Apple CarPlay Projection Pixilated/Blurry/Distorted – IOR Radio

Proactive

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Encore GX	2020 - 2024	All	All	All	All
Chevrolet	Blazer	2022 - 2024	All	All	All	All
Chevrolet	Camaro	2020 - 2024	All	All	All	All
Chevrolet	Equinox	2020 - 2024	All	All	All	All
Chevrolet	Malibu	2019 - 2024	All	All	All	All
Chevrolet	Silverado	2020 - 2024	All	All	All	All
Chevrolet	Trailblazer	2021 - 2024	All	All	All	All
Chevrolet	Traverse	2020 - 2024	All	All	All	All
Chevrolet	Trax	2020 - 2024	All	All	All	All
GMC	Acadia	2020 - 2024	All	All	All	All
GMC	Sierra	2022 - 2024	All	All	All	All
GMC	Terrain	2022 - 2024	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>Note: Has been seen with Google maps satellite view</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	6
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. 02/09/2024 - updated to add model year. 03/22/2024 updated to add model year.



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