



**Bulletin No.:** PIC6486H

**Published date:** 09/9/2024


## Preliminary Information

### PIC6486H Apple CarPlay Projection Pixilated/Blurry/Distorted - IOR Radio

#### Proactive

#### Models

<b>Brand:</b>	<b>Model:</b>	<b>Model Years:</b>	<b>VIN:</b> from to	<b>Engine:</b>	<b>Transmissions:</b>
Buick	Encore GX	2020 - 2024	All	All	All
Chevrolet	Blazer	2022 - 2024	All	All	All
Chevrolet	Camaro	2020 - 2024	All	All	All
Chevrolet	Equinox	2020 - 2024	All	All	All
Chevrolet	Malibu	2019 - 2024	All	All	All
Chevrolet	Silverado	2020 - 2024	All	All	All
Chevrolet	Trailblazer	2021 - 2024	All	All	All
Chevrolet	Traverse	2020 - 2024	All	All	All
Chevrolet	Trax	2020 - 2024	All	All	All
GMC	Acadia	2020 - 2024	All	All	All
GMC	Sierra	2022 - 2024	All	All	All
GMC	Terrain	2022 - 2024	All	All	All

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



**Cause**

**This concern is caused by a software anomaly**

**Correction:**

**Please update radio software via USB programming to correct this concern**

**General Motors is aware this update may not correct the concern on all vehicles, if the concern remains after updating the radio please advise the customer we are still working on this issue and the PI will be updated once the repair is available.**

**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.**

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Time</b>
<b>2810335</b>	<b>Update radio software via USB programming</b>	<b>Use Published Labor Time</b>
<b>*This is a unique Labor Operation for Bulletin use only.</b>		

**Version History**

<b>Version</b>	<b>9</b>
<b>Modified</b>	<b>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. 05/09/2024 updated to add repair direction. 06/10/2024 - Updated to add labor operation number. 09/09/2024 - Updated to edit correction information</b>

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