



# Service Bulletin

Bulletin No.: 18-NA-266

Date: March, 2019

## TECHNICAL

**Subject: Intermittent Blank or Flickering Driver Information Center (DIC) Display**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2018	2019			All	All
Chevrolet	Colorado	2017	2018				
	Cruze	2017	2019				
	Equinox	2018	2018				
	Impala	2017	2019				
	Malibu	2017	2018				
	Traverse	2018	2019				
GMC	Acadia	2017	2019				
	Canyon	2017	2018				

<b>Involved Region or Country</b>	North America, N.A. Export Regions
<b>Additional Options (RPOs)</b>	UDD only (Instrument Panel Cluster)
<b>Condition</b>	Some customers may comment on an intermittent blank or flickering Driver Information Center (DIC) display. They may also note that this only seems to occur when playing songs via iHeart or Pandora.
<b>Cause</b>	The cause of the condition may be an instrument panel software concern.
<b>Correction</b>	If this concern is reported, check for DTCs. If DTCs are present, this bulletin does not apply and normal SI diagnosis should be followed. If no DTCs are present, this is the only concern, and it occurs intermittently, do not replace any parts. Reprogram the P16 Instrument Cluster.

### Service Procedure

Refer to *P16 Instrument Cluster: Programming and Setup* in SI.

**Note:** Please ensure all steps of *P16 Instrument Cluster: Programming and Setup* in SI are performed including USB programming. For UDD clusters on impacted vehicles, USB programming is performed through the USB ports accessible in the center console.

**Note:** Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810195	Instrument Cluster Reprogramming with SPS	Use Published Labor Operation Time

<b>Version</b>	3
<b>Modified</b>	Released September 04, 2018 September 21, 2018 – Added new Models and Model Years. March 13, 2019 – Added the Cruze, Equinox, Impala, and Malibu models, added first Note under Service Procedure, updated the stable battery voltage Note and changed the warranty statement.

