TECHNICAL

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

This Bulletin replaces PIC6333D. Please discard PIC6333D.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2018	2019			All	All
	Envision	2017	2019				
Chevrolet	Colorado	2017	2018				
	Cruze	2017	2019				
	Equinox	2018	2019				
	Impala	2017	2019				
	Malibu	2017	2018				
	Traverse	2018	2019				
GMC	Acadia	2017	2019				
	Canyon	2017	2018				
	Terrain	2018	2018				
Holden	Acadia	2018	2019				
	Astra Sedan NB4	2017	2018				
	Equinox	2018	2019				

Involved Region or Country	North America, N.A. Export Regions
Additional Options (RPOs)	UDD only (Instrument Panel Cluster)
Condition	Some customers may comment that the instrument cluster Driver Information Center (DIC) flickers or flashes off and on or goes blank for a few seconds, then comes back on. Customers may describe this symptom as happening repeatedly. During this condition, customers may also notice Steering Wheel Controls (SWC) do not function. This condition may last several minutes. Customers may also note that this only seems to occur when playing songs via iHeart or Pandora.
Cause	The cause of the condition may be an instrument cluster software concern.
Correction	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

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 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.

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.

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

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
2886258*	Instrument Cluster Reprogramming with SPS	0.3 hr

*This is a unique Labor Operation for Bulletin use only.

*To avoid warranty transaction rejections, carefully read and follow the instructions below:

• The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.

• When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	5
Modified	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.
	May 23, 2019 – Updated the Condition, added the Envision model, changed the Labor Operation, added SPS Warranty Claim Code information and added Additional Keywords.
	August 23, 2019 – Added the 2019 Equinox, 2018 Terrain and Holden models and updated the Warranty statement and SPS Warranty Claim Code information.

Additional Keywords: Blinking, Flickering, Flashing