




# Preliminary Information

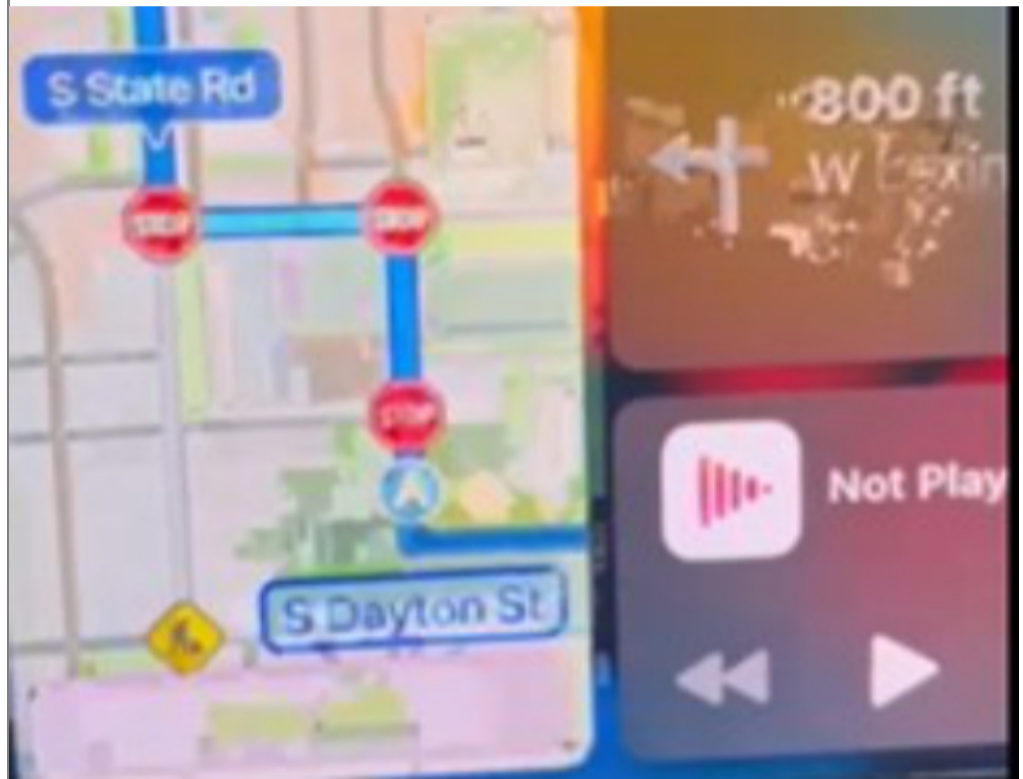
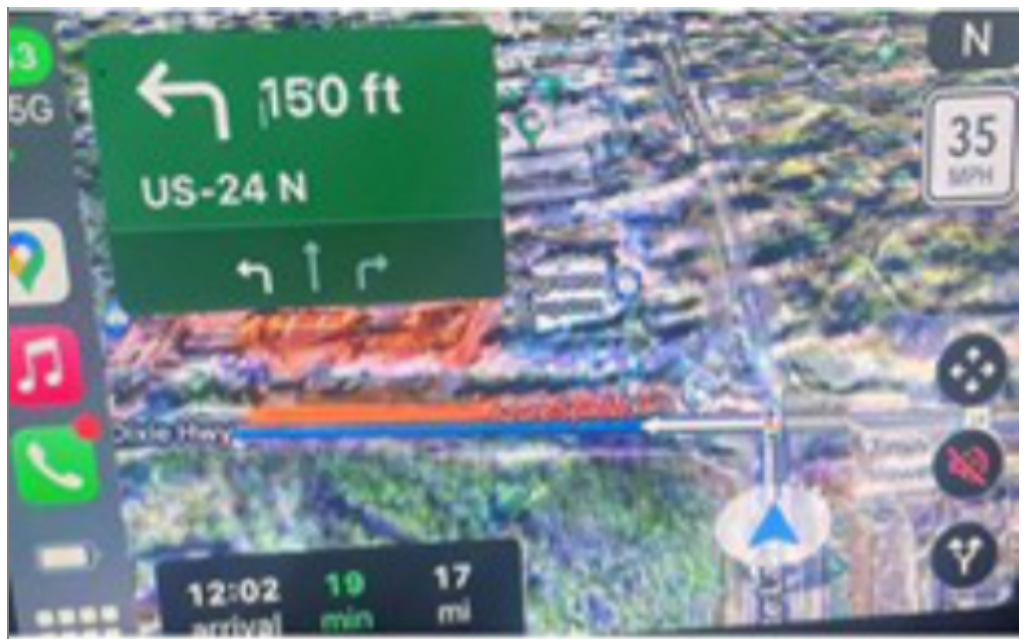
## PIC6486D Apple CarPlay Projection Pixilated/Blurry/Distorted – IOR Radio

Proactive

Models

| Brand:    | Model:      | Model Years: | VIN: |     | Engine: | Transmissions: |
|-----------|-------------|--------------|------|-----|---------|----------------|
|           |             |              | from | to  |         |                |
| Buick     | Encore GX   | 2022 - 2024  | All  | All | All     | All            |
| Chevrolet | Blazer      | 2022 - 2024  | All  | All | All     | All            |
| Chevrolet | Camaro      | 2022 - 2024  | All  | All | All     | All            |
| Chevrolet | Equinox     | 2022 - 2024  | All  | All | All     | All            |
| Chevrolet | Malibu      | 2022 - 2024  | All  | All | All     | All            |
| Chevrolet | Silverado   | 2022 - 2024  | All  | All | All     | All            |
| Chevrolet | Trailblazer | 2022 - 2024  | All  | All | All     | All            |
| Chevrolet | Traverse    | 2022 - 2024  | All  | All | All     | All            |
| Chevrolet | Trax        | 2022 - 2024  | All  | All | All     | All            |
| GMC       | Acadia      | 2022 - 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><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  | 5   |
|----------|---|
| Modified | 01/20/2023 - Created on.<br>01/23/2023 - Updated to change subject and add note<br>02/08/2023 - Updated to add models<br>10/26/2023 - Updated to add model year<br>02/09/2024 - updated to add model year |



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