



Service Bulletin

PRELIMINARY INFORMATION

Subject: Integrated Center Stack Display Delaminating Distorted Or Appears Cracked Behind Lens

Models: 2013-2014 Cadillac ATS, SRX, XTS
2014 Cadillac CTS VIN A, ELR
Equipped with Cadillac CUE 8 inch Touch Screen

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

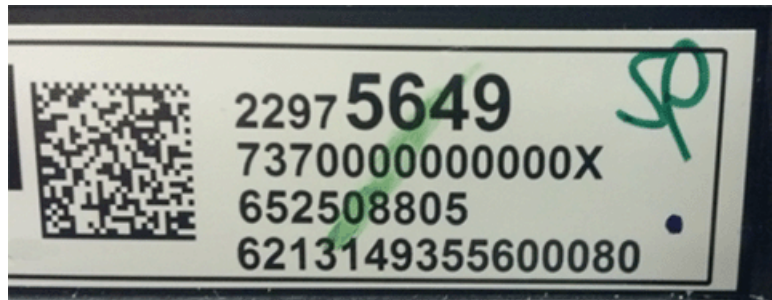
Condition/Concern

Customers may report their radio screen appears bubbled, cracked, or is delaminating.

Recommendation/Instructions

Please contact the GM Technical Assistance Center for Integrated Center Stack (ICS) replacement authorization. Please provide the part number (top line located on the part sticker) and the first 7 digits of the bottom line of the part sticker.

Important: When calling TAC, be certain to select the Navigation Radio prompt.



Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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