



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

Condition/Concern

Some customers may report that their radio screen appears bubbled, cracked, or is delaminating.

Recommendation/Instructions

If this concern is encountered, replace the ICS (Integrated Center Stack) by following the SI replacement procedure.



Parts Information

Use the latest part number available from your ESC (Electronic Service Center).

Warranty Information

For vehicles repaired under warranty use:

| Labor Operation | Description | Labor Time |
|-----------------|---|------------------------------------|
| 3420700 | Radio Control Assembly Replacement Radio Control Assembly Replacement | Use Published Labor Operation Time |

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION