



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** HUD Image May Appear Crooked On The Windshield

**Models:** 2013 Cadillac XTS  
Built prior to 10/22/2012

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

### Condition/Concern

A Customer may comment on the HUD image appearing crooked and or tilted on the windshield.

### Recommendation/Instructions

Please program the Instrument Panel Cluster with the latest cluster software available in TIS2WEB.

**Note:** This calibration should greatly reduce/resolve the crooked appearance. Any variation of display after the calibration would be due to the windshield build

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810195	Instrument Cluster Reprogramming with SPS	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.



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