



# Service Bulletin

File in Section: -

Bulletin No.: PIT5304

Date: July, 2014

## 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.



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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.