



Service Bulletin

PRELIMINARY INFORMATION

Subject: Lower Touch Screen Functions Inoperative

Models: 2013-2016 Cadillac ATS, ATS-V, SRX, XTS
2014-2016 Cadillac CTS, CTS-V, ELR
2015-2016 Cadillac Escalade
Equipped with CUE 8 Inch Touch Screen

This PI was superseded to update Model Years. Please discard PIC6104.

Condition/Concern

Some customers may comment that the lower center section of the display will not work when pressed (typically the favorite/preset icons). All other areas of the touch screen work normally.

Recommendation/Instructions

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

Note: This information only applies to the bottom middle section of the touch screen.

Parts Information

2013-2014 model years, please contact your ESC and replace the ICS for this concern.

2015-2016 model years, please contact GMTAC for authorization prior to contacting your ESC for an exchange ICS.

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	Use Published Labor Operation Time

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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