



# Service Bulletin

## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Incorrect Windshield Installed with Head Up Display (HUD)  
Expires with Base Warranty

**MODELS:** 2015 Cadillac Escalade, Escalade ESV  
Equipped with Head Up Display (HUD) RPO (UV6)

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

### PURPOSE

This bulletin provides an inspection and service procedure to verify the correct windshield was installed on **certain** 2015 model year Cadillac Escalade vehicles equipped with Head-Up Display (UV6). These vehicles may exhibit a Head-Up display image that is blurry or has a double image appearance.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

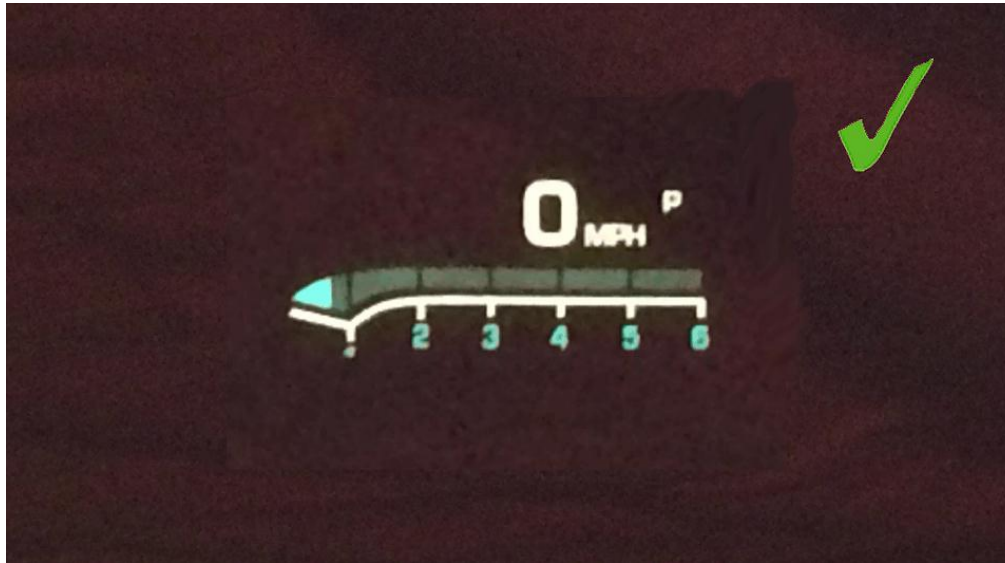
**PART INFORMATION**

Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
23291702	Windshield, Front w/HUD Display	1

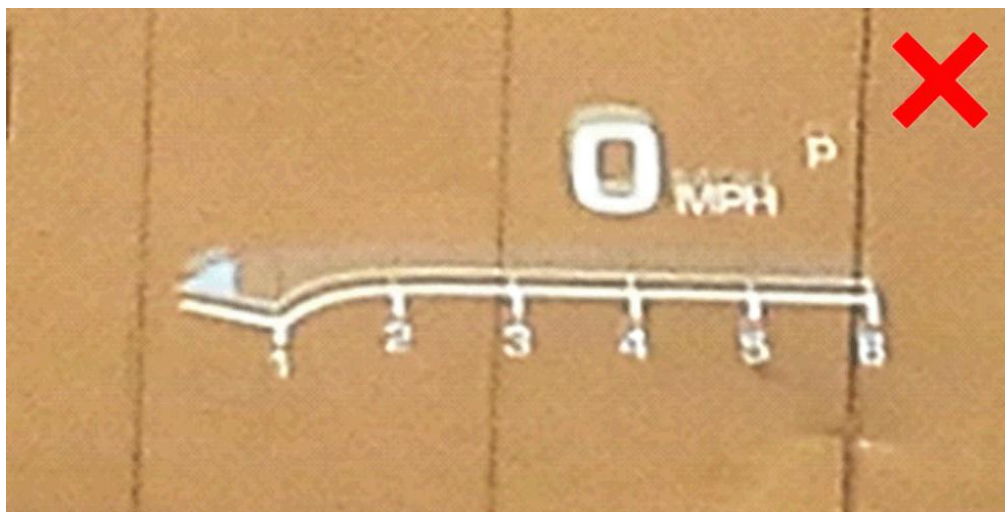
**SERVICE PROCEDURE**

1. Inspect the front windshield for a “blurry” HUD image.



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- If the front windshield does NOT display a blurry HUD image, no further action is required. The photograph with a check mark is an acceptable HUD image.



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- If the front windshield displays a blurry HUD image, replace the front windshield. Proceed to step 2. The photograph with an 'X' is blurry and NOT an acceptable HUD image.

**Special Tools**

- BO-39032 Stationary Glass Removal Tool
  - Use a urethane adhesive systems which meet GM Specification GMW 15672
2. Replace the front windshield. Refer to *Windshield Replacement* in SI.

### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9101430	Inspect Windshield – No Further Action Required	0.2	N/A
9101431	Inspect and Replace Front Windshield	2.2	*
	Add: Water Leak Test	0.5	N/A

- \* Obtain Urethane windshield replacement kit locally. Use a urethane adhesive system that meets GM Specification GMW 15672. Amount identified in “Net Item” should represent the actual sum total needed to perform the required repairs, not to exceed \$60.00 USD, \$75.00 CAD, plus applicable Mark-Up or Landed Cost (for Export).

### DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES  
DCS3614  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 7, 2015

Subject: 15276 – Service Update Bulletin  
Incorrect Windshield Installed with Head Up Display (HUD)

Models: 2015 Cadillac Escalade, Escalade ESV  
Equipped with Head Up Display (RPO UV6)

To: All Cadillac Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New Vehicle Sales Manager,  
and Warranty Administrator

General Motors is releasing Service Update Bulletin 15276 today. The total number of U.S. vehicles involved is approximately 61. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The “Investigate Vehicle History” (IVH) screen will be updated April 9, 2015. A list of involved vehicles in dealer inventory is attached to this message.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES