



Service Bulletin

PRELIMINARY INFORMATION

Subject: Integrated Center Stack Display Delaminating Distorted Or Appears Bubbled Behind Lens

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

This PI was superseded to update the Model Years and Recommendation section. Please discard PIC6055A.

Condition/Concern

Customers may report their radio screen appears bubbled or is delaminating.

Recommendation/Instructions

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

Note: THIS PI ONLY APPLIES TO THE TOUCH SCREEN (see picture below). If the ICS was damaged by cleaning agents or excessive force do not refer to the information in this PI, please refer to the latest version of bulletin 08-08-44-015.

2013-2015 model years, please contact your ESC and replace the ICS for this concern.

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



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	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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