



Service Bulletin

File in Section: -


Bulletin No.: 16-NA-235

Date: July, 2016

TECHNICAL

Subject: Rear Seat Entertainment System Does Not Deploy/Stow Fully

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|----------|--------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Cadillac | CT6 | 2016 | 2017 | | | | |

| | |
|-----------------------------------|--|
| Involved Region or Country | North America and N.A. Export Regions |
| Additional Options (RPO) | Equipped with ENTERTAINMENT PKG-RR SEAT, DUAL DISO, REM CONT, AUX JACK, 2WIRELESS DUAL CHAN HEADPHO, OPT DR 'DO NOT USE'15SE14 VDS SME (RPOs UWG, UWJ, U42) |
| Condition | Some customers may comment that the rear seat entertainment system does not deploy/stow fully. |
| Cause |  <p style="text-align: right;">4559633</p> <p>This condition may be due to the snaps on the rear video display plastic housing not being fully seated and interfering with the screen deploying and/or stowing.</p> |

Correction

Inspect for a snap that is not fully seated along the bottom of the display. If the display's bezel appears to be misaligned, snap the display bezel together with your hands.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

| Labor Operation | Description | Labor Time |
|--|---|------------|
| 3480348* | Snap the Misaligned Display Bezel Bottom Together | 0.2 hr |
| *This is a unique Labor Operation for Bulletin use only. | | |

| | |
|----------|---|
| Version | 1 |
| Modified | |

