



Service Bulletin

Bulletin No.: PIE0487A

Date: January, 2019

ENGINEERING INFORMATION

Subject: Engineering Information – Touchscreen Unresponsive

This PI has been revised to end the need for information from the field. Please discard PIE0487.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	ATS	2018	2018				
	CTS						
	XTS						
	Escalade Models						

Engineering has identified that many concerns related to this investigation have been resolved with the radio software update 20.11. Many vehicles have already received this software via an Over-the-Air update. Ensure that the radio software is on 20.11 or **GREATER**. Reference technical service bulletin *18-NA-195: Radio Module Software Update 20.11* for instructions on identifying the radio software version and how to perform the radio software update.

Version	2
Modified	Released September 17, 2018 January 17, 2019 – Ended the need for further information from the field.