



Service Bulletin



Bulletin No.: 21-NA-051

Date: March, 2021

INFORMATION

Subject: White Dots in the Background of the Intergrated Center Stack (ICS) Display

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2021	-	-	-	-

Involved Region or Country	North America, Russia, Middle East, Japan, S. Korea, Australia and New Zealand.		
Condition		5764590	
		5764592	

	Some customers may comment on seeing white dots in the background of the Intergrated Center Stack (ICS) display, as shown in the pictures above.
Cause	This is a design intent and there is nothing wrong with display.
Correction	Please communicate to the customer that the Intergrated Center Stack is functioning as designed. This is a normal condition of their vehicle, and the white dots you see represent the city lights. Please share this information with the customer, including a copy of this message. DO NOT replace the ICS for this concern.

Version	1
Modified	Released March 10, 2021

