

CADILLAC CUE TOUCH SCREEN TECHNICAL BULLETIN

02/2021



APPLICABLE MODELS

2013-2020 Cadillac ATS
2015-2020 Cadillac Escalade
2013-2016 Cadillac SRX
2013-2019 Cadillac XTS
2014-2019 Cadillac CTS
2014-2016 Cadillac ELR



THE ISSUE

All Cadillac CUE systems suffer from a design flaw that causes the infotainment touch screen to fail after 2-4 years. When the touch screen fails, it causes symptoms such as:

- Cracked, spider web appearance
- Random or erratic touch response
- Unresponsive in some or all areas

Due to this defect, many Cadillac owners are presented with a \$1,200+ dealer bill to replace the entire radio unit.

Replacing the entire radio unit is unnecessary and not a permanent fix.

THE SOLUTION

It is possible and relatively simple to replace the only the failed touch screen.

This will fully restore the system function permanently. It is **less than 1 hour labor** to repair and **about \$80** for the replacement gel-free touch screen.

It is the ideal solution, compared to replacing the expensive radio unit with another one that will fail again after a couple years.

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