



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** CD/DVD Will Not Eject from Instrument Panel Mounted Player

**Models:** 2010-2013 Buick LaCrosse  
 2011-2013 Buick Regal  
 2010-2013 Chevrolet Camaro, Cruze, Equinox  
 2011-2013 Chevrolet Volt  
 2012-2013 Chevrolet Orlando (Canada), Sonic  
 2010-2013 GMC Terrain  
 All with Radio RPO UEW, UFU, UHQ, UP9, UYE, UYS or UYZ

*This PI is being revised to update the Models information to include additional RPOs. Please discard PI0124D.*

### Condition/Concern

**Note:** Do Not replace the radio to correct this condition.

Some customers may comment that the CD or DVD may not eject from the player, located in the center lower area of the instrument panel. When this condition occurs, a "Mechanical Error" message may appear on the radio display.

This condition may be caused by the disc catching on the bezel. The bezel has locator pins that position the trim assembly around the player slot. If these pins become damaged, the bezel may not be properly aligned, causing the disc to catch on the bezel and fail to eject.

### Recommendation/Instructions

Remove the bezel (this may be part of the instrument panel upper center trim panel, the instrument panel lower extension accessory bezel or the radio control assembly). Refer to SI for the applicable procedure based on the vehicle being serviced.

- Retry ejecting the disc. If the disc ejects, there is no issue with the radio.
- Inspect the bezel and look for damaged locator pins. If the locator pins are damaged, replace the bezel.
- If there are no issues with the trim bezel locator pins, reinstall the bezel and retry ejecting the disc.

If the above steps do not correct the condition, refer to SI for normal diagnostic procedures.

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
R9812*	Check and Align Instrument Panel Trim or Radio Control Assembly	0.5 hr

\*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.

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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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