



Service Bulletin

PRELIMINARY INFORMATION

Subject: Navigation Radio CD Error - CD Player Will Not Accept Discs

Models: 2004-2009 Cadillac XLR

This PI was superseded to update the photos. Please discard PIC4858.

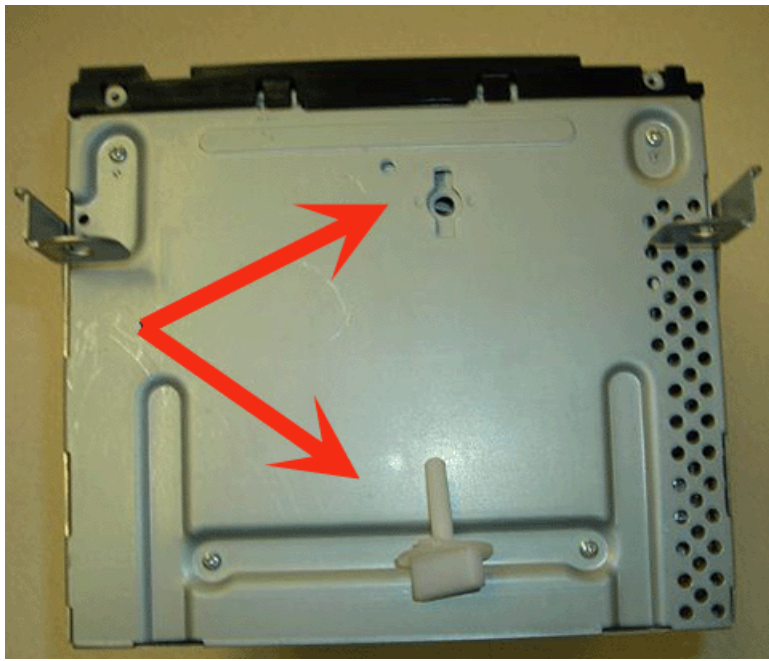
The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some customers may comment that the CD changer (CDX) will not accept CD's or the display shows a "CD Error" message when attempting to play a disc. This will usually occur after the radio or CD changer was recently serviced for a different customer's concern. This may be caused because the "shipping pin" was not removed from the bottom of the CD changer prior to installing the service part into the vehicle.

Recommendation/Instructions





Remove the shipping pin from the bottom of the CD changer prior to installing into the vehicle. This item is called out by an arrow in the first picture below. The second picture shows the shipping plug that has already been removed from the CD changer.

If returning the Navigation radio to the Electronic Service Center, be sure to reinstall the shipping pin to prevent damage to the unit while in transit.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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