



Service Bulletin

PRELIMINARY INFORMATION

Subject: CD or DVD Player Will Not Eject Disc

Models: 2013 Cadillac SRX

Condition/Concern

Some customers may comment that the CD or DVD player will not eject the disc.

This condition may be caused by a software anomaly with the instrument panel multifunction switch.

Recommendation/Instructions

Follow the service procedure in SI to remove the instrument panel multifunction switch. Once removed, ground the eject command circuit 4016, terminal #3 at the multifunction switch. If this procedure ejects the disc, replace the instrument panel multifunction switch. If the disc does not eject, pursue following further diagnosis in SI.

Parts Information

Part Number	Description
23168279	Multifunction Switch Assembly

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3430420	Instrument Panel Multifunction Switch Replacement	Use Published Labor Operation Time

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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