



Service Bulletin

File in Section: -

Bulletin No.: PI1113

Date: November, 2013

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 |