



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Diagnostic Tip - New Generation Infotainment (NGI) Systems – CD Player Inoperative

**Models:** 2013-2015 Cadillac ATS, SRX, XTS  
2014-2015 Buick Regal, LaCrosse  
2014-2015 Cadillac ELR  
2014-2015 Chevrolet Corvette, Impala, Silverado 1500  
2014-2015 GMC Sierra 1500  
2014-2015 Cadillac CTS Sedan VIN A  
2015 Chevrolet Silverado HD, Tahoe, Suburban  
2015 GMC Sierra HD, Yukon Models  
2015 Cadillac Escalade Models

### Condition/Concern

Some customers may comment that their CD player is inoperative

### Recommendation/Instructions

If this concern is experienced and your dealership is within 2 hours of Novi, Michigan, please contact GM Technical Assistance to review direction before attempting repairs, power cycling the module, clearing codes, or disconnecting the battery.

For dealers outside of this area, diagnose and repair as necessary.

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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