



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Radio Display Showing Disc Error When A Media Disc Is Inserted

**Models:** 2002-2015 GM Passenger Cars and Light Duty Trucks

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

### Condition/Concern

Some customers may comment that they receive an error message when a media disc is installed

### Recommendation/Instructions

Not all systems are able to play Blu-Ray Discs, DVD's, or CD-R/CD-RW discs.

Please verify that the system is capable of playing the selected disc format before performing any repairs.

Inspect the DVD or CD for any signs of damage; too many or deep scratches may prevent a DVD or CD from operating correctly.

It is usually helpful to take the suspect disc to a like vehicle with the same RPO codes to verify if the disc is compatible, or in good operating condition.

Currently the following list of vehicle and RPO combinations are the only ones that have the capability to play Blu-Ray discs:

2013-2015 Cadillac SRX

2014-15 Buick Lacrosse

2015 Cadillac Escalade Models

2014-2015 Cadillac XTS

2014 Chevrolet Silverado 1500

2014 GMC Sierra 1500

2015 Chevrolet Tahoe, Silverado, Suburban

2015 GMC Sierra, Yukon Models

with RPO UWG or U42

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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