



Service Bulletin

PRELIMINARY INFORMATION

Subject: CD Player Inoperative

- Models:** 2013-2015 Cadillac ATS, SRX, XTS
 2014-2015 Buick Regal, LaCrosse
 2014-2015 Cadillac ELR
 2014-2015 Chevrolet 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

This PI was superseded to remove the Chevrolet Corvette, please disregard PIC5344B.

Condition/Concern

Some customers may comment that their CD player is inoperative

Recommendation/Instructions

General Motors is working on a permanent solution for this concern. In the meantime, cycle the CD player/Media Disc Player fuse and re-evaluate the concern. If the concern is no longer present, advise the customer that we apologize for this inconvenience and that General Motors is working on a permanent solution for this concern. Once a permanent solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

If the concern is still present after a power cycle, record the CD Player power and ground readings. If no concern with power, ground, or connections, replace the Disc Player. Please review to the latest version of PIT5411 for part restriction details.

Parts Information

To obtain the correct Disc Player part number and usage, refer to Group 09.670 of the appropriate parts catalog.

Warranty Information

For vehicles repaired under warranty by cycling the CD Player/Media Disc Player fuse, please refer to the latest version of bulletin 06-08-47-001 for warranty information on control module reset/configuration. For wiring repairs covered under warranty, please refer to the latest version of bulletin 10-00-89-005 for warranty information on wire/connector repairs. If it is necessary to replace the Disc Player under warranty, use:

Labor Operation	Description	Labor Time
3423140	Disc Player 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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