



# 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*This PI was superseded to update Warranty information. Please discard PIT5344D.*

### Condition/Concern

Some customers may comment that their CD player is inoperative.

### Recommendation/Instructions

If this concern is encountered, cycle the CD player/Media Disc Player fuse and re-evaluate the concern.

If the concern is no longer present, replace the CD Player / Media Disc Player.

### 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 use:

Labor Operation	Description	Labor Time
3423140	Disc Player Replacement	Use Published Labor Operation Time
	Excludes XTS	
3423370 or 3423190	Disc Player Replacement	Use Published Labor Operation Time
	XTS only	

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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