



# Service Bulletin

File in Section: -

Bulletin No.: 16-NA-278

Date: September, 2016

## TECHNICAL

**Subject: Rear Seat Entertainment System Does Not Turn On in Very Cold Weather**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT6	2016	2016			All	All

<b>Involved Region or Country</b>	North America, South America, Central America, Caribbean, Israel, Middle East, Africa, Japan, Russia, Europe, S.E. Asia, Middle East, Korea (South) and China.
<b>Additional Options (RPO)</b>	Equipped with Rear Seat Entertainment Package (RPO UWG)
<b>Condition</b>	Some customers may comment that the rear seat entertainment system appears inoperable when it is very cold out. The screens will not deploy, the remote will not work, and the center stack will not be able to interact with rear video.
<b>Cause</b>	This may be due to when the media disk player starts up a soft reset is sent to one of its micro-controllers. When low temperature conditions are present, the micro-controller does not always start up consistently. This condition is detectable by another micro-controller inside the media disk player. When this condition is detected, that micro-controller will send a hard reset to the inactive micro-controller, which will cause it to resume normal operation.

### Correction

If you encounter a vehicle with the above concern, reprogram the media disc player. Refer to *Media Disc Player Programming and Setup* in SI.

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810815	Media Disc Player Reprogramming with SPS	Use Published Labor Operation Time

<b>Version</b>	1
<b>Modified</b>	

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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