



Service Bulletin

PRELIMINARY INFORMATION

Subject: Unable To Install a CD Or DVD (Slot Misalignment)

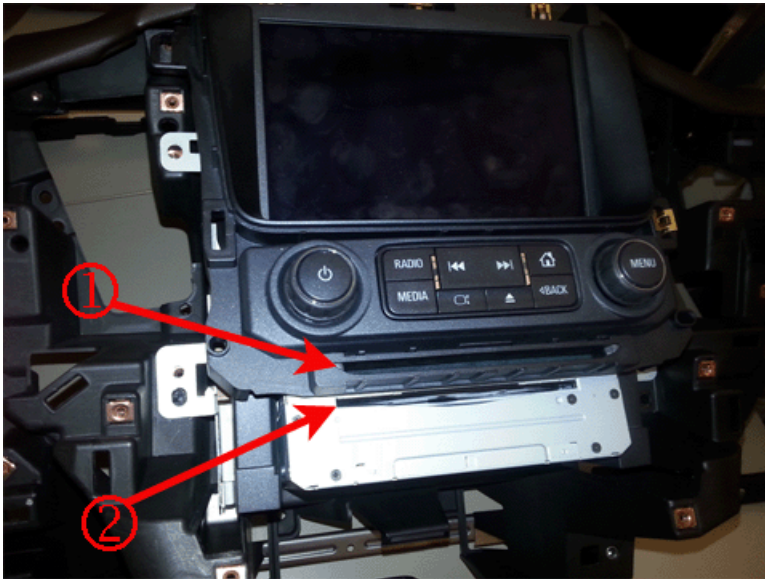
Models: 2015-2017 Cadillac Escalade Models
2015-2017 Chevrolet Suburban, Tahoe
2015-2017 GMC Yukon Models

This PI was superseded to update the Models section. Please discard PIT5295B.

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

Condition/Concern

Some owners may comment that they are unable to install a CD or DVD in the player. This concern could be caused by the Integrated Center Stack or ICS (1) not being properly installed, causing a misalignment with the slot in the multimedia player (2), as shown below.



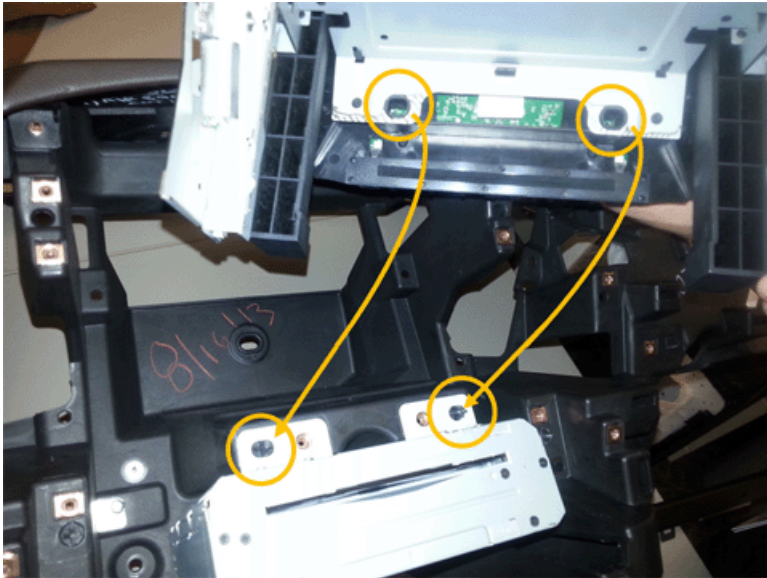
The ICS and multimedia player use two common locating pins (3), as shown below. When the ICS is installed, the two common locating pins (3) may not properly engage into the holes in the back of the ICS, causing the condition.



Recommendation/Instructions

To correct this concern, remove the ICS and multimedia player. Reinstall the multimedia player ensuring the rear locating pin and front two common locating pins are properly engaged. Next, reinstall the ICS ensuring its rear locating pin and front two common locating pins (3) are properly engaged.

Note: Lift up on the multimedia player, while installing the ICS to help align the two common pins (3) into their holes in the back of the ICS.



After reinstalling the ICS and multimedia player make sure the slots are aligned, as shown.



Warranty Information

For vehicles repaired under warranty use:

| Labor Operation | Description | Labor Time |
|-----------------|-------------------------|------------------------------------|
| 3423140 | Disc Player Replacement | Use Published Labor Operation Time |

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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