



# Service Bulletin

File in Section: -

Bulletin No.: 17-NA-378

Date: December, 2017

## TECHNICAL

**Subject: Rear Seat Entertainment (RSE) Audio and Video Out of Sync When Playing a Movie**

**This bulletin replaces PIC6283, please disregard all copies of PIC6283.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado Suburban Tahoe Models	2017	2017			All	All
GMC	Sierra Yukon Models	2017	2017			All	All

<b>Involved Region or Country</b>	North America and NA Export vehicles
<b>Additional Options (RPOs)</b>	Equipped with Entertainment Package (RPO U42 or UWG)
<b>Condition</b>	Some customers may comment on the audio and video becoming out of sync when listening to a movie through the vehicle speakers.
<b>Cause</b>	This may be due to an internal media player concern.
<b>Correction</b>	Replace the media disc player to address this concern.

### Service Procedure

If this concern is encountered, check for related DTCs and repair them if present. If no DTCs are present, replace the media disc player to address this concern. Refer to the *Disc Player Replacement* procedure in SI for detailed instructions.

### Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

### Parts Information

Use the latest media disc player (video player) part number listed in the parts catalog with the VIN filter on. Disc players starting with PN 8423 contain improvements to address this concern.

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

Version	1
Modified	Released November 27,2017

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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