



Service Bulletin

File in Section: -

Bulletin No.: 18-NA-076

Date: March, 2018

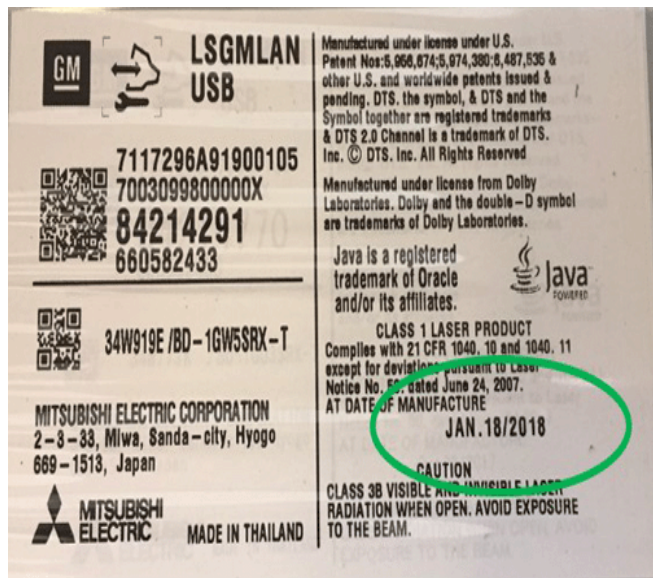
TECHNICAL

Subject: No CD Audio Present Following Replacement of the Video Player Assembly

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|-----------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Cadillac | Escalade | 2015 | 2015 | | | All | All |
| Chevrolet | Silverado | 2015 | 2015 | | | All | All |
| GMC | Sierra | 2015 | 2015 | | | All | All |

| | |
|-----------------------------------|--|
| Involved Region or Country | North America and NA Export vehicles |
| Additional Options (RPOs) | Equipped with Rear Seat Entertainment (RPO U42 or UWG) And Previously Serviced with Replacement Video Player Part Number 84214291 |
| Condition | Some customers may comment on no CD audio following replacement of the video player assembly. |
| Cause | This may be the result of a software concern with replacement video player assemblies (PN 84214291) that were manufactured on 8/6/2017 or earlier. |
| Correction | Refer to the procedure below for the proper correction. |

Service Procedure



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If this concern is encountered, remove the video player assembly and inspect the date code shown above.

If the unit was manufactured 8/6/2017 or earlier, replace the video player assembly again and ensure the replacement was manufactured 8/7/2017 or later before installing it. Refer to *Video Player Assembly Replacement* in Service Information for detailed replacement instructions.

Parts Information

| Causal Part | Description | Part Number | Qty |
|-------------|------------------|-------------|-----|
| X | PLAYER ASM-VIDEO | 84214291 | 1 |

Warranty Information

For vehicles repaired under warranty use:

| Labor Operation | Description | Labor Time |
|-----------------|-------------------------------|------------------------------------|
| 3423150 | Video Disc Player Replacement | Use Published Labor Operation Time |

| | |
|----------|-------------------------|
| Version | 1 |
| Modified | Released March 08, 2018 |

