



# Service Bulletin

File in Section: -

Bulletin No.: 18-NA-111

Date: April, 2018

## INFORMATION

**Subject:** Media Disc Player Eject Button and Multifunction Switches 1 and 2 Stay Illuminated After the Ignition Is Turned Off

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2015	2018			All	All

Involved Region or Country	North America and NA Export vehicles
Condition	Some customers may comment that after the ignition is turned off and the RAP has been cancelled, the multifunction switches 1 and 2, located along side of the radio display, in addition to the media disc player's "eject" button will still stay illuminated.
Cause	These three switches will stay illuminated as long as the Body Control Module (BCM) is still awake. In most cases, the BCM will go to sleep within 20 minutes.
Correction	None. This is normal operation and the illuminated switches will turn off after the BCM goes to sleep.

### Service Procedure

No repairs should be attempted for this condition.

This is normal operation and the illuminated switches will turn off after the BCM goes to sleep.

**Note:** When diagnosing a parasitic battery drain, if the fault causing the drain is keeping the BCM awake, the multifunction switches 1 and 2 along with the media disc player's eject button may stay illuminated. This is not the root cause of the BCM staying awake, but a symptom of the BCM still being awake. If it is felt that these switches are the root cause, simply disconnect them and see if the draw goes away.

### Parts Information

No parts needed for this condition.

### Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. Please share this information with the customer, including a copy of this message.

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