



# Service Bulletin

Bulletin No.: 21-NA-291

Date: December, 2021

## INFORMATION

**Subject:** Information on Rear Seat Infotainment (RSI) – Feature Changes for 2022 Model Year

Brand:	Model:	Model Year:		Date Breakpoints:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2022	2022			All	All
Chevrolet	Suburban						
	Tahoe						
GMC	Yukon Models						

<b>Involved Region or Country</b>	North America, Middle East, Iraq, Israel, Palestine
<b>Additional Options (RPOs)</b>	
<b>Condition</b>	Customers may notice changes to the RSI for the 2022 Model Year. These changes are detailed in the Information section below.
Information	<ul style="list-style-type: none"> <li>• <b>Miracast is no longer a supported feature.</b></li> <li>• <b>Nav is no longer a supported feature.</b></li> <li>• <b>Apps (if equipped) – The customer will be notified (software update) when apps are available to use on their RSI system.</b></li> <li>• <b>Rear USB-C ports are charge only.</b></li> <li>• <b>Headphones will not automatically come paired. The customer will have to pair each headphone via Bluetooth. The directions on how to pair are included in: <i>Rear Seat Infotainment (RSI)</i>, of the Owners Manual.</b></li> </ul> <p>Please refer to <i>Video Entertainment System Description and Operation, In SI</i>, for any information related to the operation of the Rear Seat Infotainment System.</p>

<b>Version</b>	1
<b>Modified</b>	Released December 16, 2022

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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