



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** **Bluray/CD/DVD player inoperative**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	ATS, CT6, Escalade, SRX, XT5, XTS	2013	2017			All	All
Buick	Lacrosse, Regal	2014	2017			All	All
Chevrolet	Silverado, Suburban, Tahoe	2014	2017			All	All
GMC	Sierra, Yukon models	2014	2017			All	All

Additional Options (RPO)	With RPO U42 or UWG only
Condition	Bluray/CD/DVD player may become inoperative
Cause	Module will become logic locked

### Recommendation/Instructions

If this concern is encountered, cycle the CD player/Media Disc Player fuse and re-evaluate the concern.

If the concern is corrected and the Bluray/CD/DVD player returns to normal operation release the vehicle back to the customer.

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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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