



Service Bulletin

PRELIMINARY INFORMATION

Subject: Unable to Insert Or Eject Discs

Models: 2015 Cadillac Escalade ESV

Condition/Concern

A customer may comment that they are unable to insert a disc into the media disc player, or that it will eject unwanted.

Recommendation/Instructions

Engineering has found that the eject button may be falsely triggered when installing a disc into the media disc player. Engineering is aware of the concern and is currently looking into a solution.

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Additional SI Keywords:

CD DVD ejected ejecting

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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