



Service Bulletin

PRELIMINARY INFORMATION

Subject: Unable to Insert Or Eject Discs

Models: 2015-2016 Cadillac Escalade Models

This PI was superseded to edit model list. Please discard PIT5370B

Condition/Concern

A customer may comment that they are unable to insert a disc into the media disc player, the disc will eject unwanted, or that it will not eject at all.

Recommendation/Instructions

The Instrument Panel Multifunction Switch has been found to be hypersensitive causing the disc player to either not accept a disc or to randomly eject a disc. Please replace the Instrument Panel Multifunction Switch (Eject Button). This new part is not as sensitive and the actuation area has been limited to the chrome bar under the eject icon. The slot in the new part has also been widened to ensure that the disc does not contact the opening when being ejected.

Parts Information

Part Number	Description	QTY
23386261	Instrument Panel Multifunction Switch	1

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
3430420	Instrument Panel Multifunction Switch Replacement	Use Published Labor Operation Time

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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