



# Preliminary Information

## PIT5784A Rear Seat Media Headphone Information

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade Models	2021	All	All	All	All
Chevrolet	Suburban	2021	All	All	All	All
Chevrolet	Tahoe	2021	All	All	All	All
GMC	Yukon Models	2021	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	UW9 - Rear Seat Media System
Condition	Some customers may comment they cannot Blue-tooth pair the factory provided headphones that were included with the vehicle.
Cause	The cause of this concern could be a misunderstanding of how the factory provided headphones operate.

Correction:

The factory provided headphones are infrared and not Blue-tooth.  
 The factory infrared headphones will automatically connect to Rear Seat Media and there is no pairing involved.  
 The headphones are powered by AAA batteries (batteries included).

**To turn them on, press the power button located on the right side of the headphone ear pad. A power light will activate to indicate the headphone is on. If the power light flashes, the headphone may not be in range of the Rear Seat Media transmitter or there is no sound being played. The Rear Seat Media transmitter will only transmit when sound is being played. To establish a connection, ensure there is sound from the media being played and then try moving the headphone closer to the Rear Seat Media screen until the light stops flashing. Press the large button on the right ear pad to switch audio playback between the left and right rear screens. The infrared headphones will turn off automatically when Rear Seat Media turns off or if the headphones are out of range for an extended period of time.**

Additional tips:

- Screen 2 (right screen) has the infrared transmitter, which is used for the factory headphones. The IR transmitter points to both sides of the vehicle. The Rear Seat Media Transmitter will only transmit when sound is being played.
- The Rear Seat Media allows connections for up to 9 headphones via Blue-tooth and 1 infrared headphone connection per screen. A total of 20 headsets can be connected to Rear Seat Media; 18 by Blue-tooth and 2 by infrared connection.

- The customer can purchase their own set of Blue-tooth headphones. If they do so they can pair them to the Rear Seat Media by performing the following:

To connect your own headset to a rear screen via Blue-tooth, follow these steps:

- Press the Headphone icon on the Rear Seat Media Home Page
- Select Add New Headphones
- Set your Blue-tooth headset to pairing mode if you have not done so already. If your headset is already paired with another device such as a smartphone, you may have to disconnect the headset from that device before connecting to Rear Seat Media
- Your headset will then be displayed on the list of Available Headphones on the rear screen. Select your headset
- Once connection is complete, you'll see a "Pairing Successful" pop-up. Press OK
- You will then be given the option to name your headset, if desired
- You can then pair additional headsets, or press Done and use your headset to listen to media

### Version History

Version	2
Modified	10/7/2020 - Created on. 11/18/2020 - Updates to the Models and Correction section.



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