



# Service Bulletin

File in Section: -

Bulletin No.: PI0124E

Date: December, 2012

## PRELIMINARY INFORMATION

**Subject:** CD/DVD Will Not Eject from Instrument Panel Mounted Player

**Models:** 2010-2013 Buick LaCrosse  
2011-2013 Buick Regal  
2010-2013 Chevrolet Camaro, Cruze, Equinox  
2011-2013 Chevrolet Volt  
2012-2013 Chevrolet Orlando (Canada), Sonic  
2010-2013 GMC Terrain  
All with Radio RPO UEW, UFU, UHQ, UP9, UYE, UYS or UYZ

This PI is being revised to update the Models information to include additional RPOs. Please discard PI0124D.

### Condition/Concern

**Note:** Do Not replace the radio to correct this condition.

Some customers may comment that the CD or DVD may not eject from the player, located in the center lower area of the instrument panel. When this condition occurs, a "Mechanical Error" message may appear on the radio display. This condition may be caused by the disc catching on the bezel. The bezel has locator pins that position the trim assembly around the player slot. If these pins become damaged, the bezel may not be properly aligned, causing the disc to catch on the bezel and fail to eject.

### Recommendation/Instructions

Remove the bezel (this may be part of the instrument panel upper center trim panel, the instrument panel lower extension accessory bezel or the radio control assembly). Refer to SI for the applicable procedure based on the vehicle being serviced.

- Retry ejecting the disc. If the disc ejects, there is no issue with the radio.
- Inspect the bezel and look for damaged locator pins. If the locator pins are damaged, replace the bezel.
- If there are no issues with the trim bezel locator pins, reinstall the bezel and retry ejecting the disc.

If the above steps do not correct the condition, refer to SI for normal diagnostic procedures.

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
R9812*	Check and Align Instrument Panel Trim or Radio Control Assembly	0.5 hr

\*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.