

NO: 08-11-00

SUBJECT: Recordable Compact Discs Used in Automotive CD players

DATE: March 24, 2000

DISCUSSION:

Some recordable compact disc media, such as CD-R and CD-RW, may not comply with the standard CD format used in automotive CD players. When these CD's are used, customers may encounter error messages, skipping, or delaminating of the labels, which can cause an eject failure. It is important to question whether these kinds of CD media are being used. When customers encounter these symptoms, check the system with a known playable CD. Explain that the media may not be compatible with some automotive CD players. Replacing or exchanging the CD player will not address these issues.

POLICY: Information Only