



# Service Bulletin

Bulletin No.: PIE0813

Date: January, 2025

## ENGINEERING INFORMATION

**Subject:** Engineering Information - Audio Distortion Coming from Headrest Speakers

**Attention:** Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE, and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

| Brand:   | Model:          | Model Year: |      | Breakpoint: |    | Engine: | Transmission: |
|----------|-----------------|-------------|------|-------------|----|---------|---------------|
|          |                 | from        | to   | from        | to |         |               |
| Cadillac | Escalade Models | 2023        | 2025 | —           | —  | —       | —             |

|                                   |  |
|-----------------------------------|--|
| <b>Involved Region or Country</b> | <b>U.S. Dealers ONLY</b>   |
| <b>Condition</b>                  | Some customers may comment on audio distortion coming from the headrest speakers.  |
| <b>Cause</b>                      | GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix. |

### Correction

**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

If you encounter a vehicle with the above concern, perform the following steps and contact the engineer listed below:



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1. Record a audio/video of the customers distortion complaint. Attempt to get this near the headrest. Refer to *Front Seat Head Restraint Replacement* in SI.
2. Wiggle the speaker wire. Does this change the sound?
3. Wiggle the speaker connectors. Does this change anything?
4. Disconnect then reconnect the connectors and verify that the buzzing noise is still present.

### Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

### Warranty Information

If an engineer was contacted or required information was provided, use:

| Labor Operation | Description  | Labor Time |
|-----------------|--|------------|
| 7086108*        | Engineering Information - Audio Distortion Coming from Headrest Speakers | 0.6 Hrs.   |

\*This is a unique Labor Operation for bulletin use only.

|          |                           |
|----------|---------------------------|
| Version  | 1                         |
| Modified | Released January 17, 2025 |

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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