



Service Bulletin

Bulletin No.: 25-NA-077
Date: March, 2025

INFORMATION

Subject: Information on Canadian Vehicles Imported to the US with Rear Seat Infotainment RPO: UW9 and MBC

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2022	2024	—	—	All	All
Chevrolet	Suburban Models	2022	2024				
	Tahoe Models	2022	2024				
GMC	Yukon Models	2022	2024				

Involved Region or Country	North America
Condition	Some customers may comment that they do not see any apps on their rear seat infotainment system.
Cause	The cause of this condition is due to the vehicle being imported from Canada to the United States and Canadian market vehicles do not support built in applications in the RSI system.
Correction	Please let the customer know that GM does not support installing the built in apps on vehicles that are imported from Canada and that we apologize for the inconvenience. As an alternative customers can purchase an alternative device and connect it to the HDMI port of the RSI system to access streaming applications.

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.

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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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