




Service Bulletin

Bulletin No.: 25-NA-078
Date: March, 2025

TECHNICAL

Subject: Front Center Display Screen Showing Unsupported Apps

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2025	2025	—	—	All	All
Chevrolet	Suburban	2025	2025				
	Tahoe	2025	2025				
GMC	Yukon Models	2025	2025				

Involved Region or Country	Canada ONLY
Condition	<p>Some customers may comment on that their front center display screen shows apps in the entertainment Hub App as shown below.</p> <div></div> <p>6878085</p>
Cause	<p>The cause of the condition may be due to a software anomaly.</p> <p>Note: There should be no apps shown.</p>
Correction	See procedure below to correct this condition.

Service Procedure

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.

1. Verify the VCU has the latest software. If the VCU is up to date proceed to step 3.
2. If a VCU update is available, Program the VCU with the latest software.
3. Factory reset the Radio through the main radio screen to remove cached apps.
4. Power Cycle vehicle, wait 2 to 3 minutes and let the vehicle completely go to sleep before ignition ON.
5. Confirm the three circled apps no longer display in the Entertainment Hub App.

Warranty Information

For vehicles repaired under warranty, use the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3486468*	Factory resetting radio to remove apps from entertainment HUB	0.5 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released March 28, 2025

