



# Service Bulletin

Bulletin No.: 25-NA-115

Date: May, 2025

## INFORMATION

**Subject: Information on Model Years 23-25 Escalade T1UL Headrest Audio Speaker Distortion**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission :
		from	to	from	to		
Cadillac	Escalade	2023	2025	—	—	All	All
	Escalade ESV	2023	2025				
	Escalade IQ	2025	2025				

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPOs)</b>	SPEAKER SYSTEM-PREMIUM AUDIOFILE AUDIO, BRANDED SURROUND AMPLIFIER (RPO UQH)
<b>Condition</b>	Some customers may comment on an audio distortion from headrest speakers.
<b>Cause</b>	The cause of the condition may be a pinched headrest speaker wire.
<b>Correction</b>	Confirm audio distortion is present. If distortion is from one headrest, the condition is most likely a pinched headrest speak wire. A wiggle test may cause the distortion to go away. Verify speaker wire is pinched. If pinched perform wire repair.

### 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.**

Confirm audio distortion is present. If distortion is from one headrest, the condition is most likely a pinched headrest speak wire. A wiggle test may cause the distortion to go away.

Verify speaker wire is pinched. If pinched perform wire repair. Refer to *Wire to Wire Repair* in SI.

### Parts Information

No parts are required for this repair.

## Warranty Information

For vehicles repaired under 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
5480478*	Headrest Speaker Harness Repair	0.6 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	1
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