



Service Bulletin

Bulletin No.: 25-NA-117

Date: May, 2025

TECHNICAL

Subject: Click or Tick Noise Coming from the Heads Up Display or Upper IP Area

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2025	2025	-	-	All	All
	Escalade IQ						

Involved Region or Country	North America
Condition	Some customers may comment on an itch, click, or tick noise coming from the Heads-Up Display (HUD) area over various road surfaces.
Cause	The cause of the condition may be interference between the HUD and IP Trim Panel extension.
Correction	Install felt tape to the HUD housing in the locations shown below. Note: Only apply the felt tape to the two locations shown below.

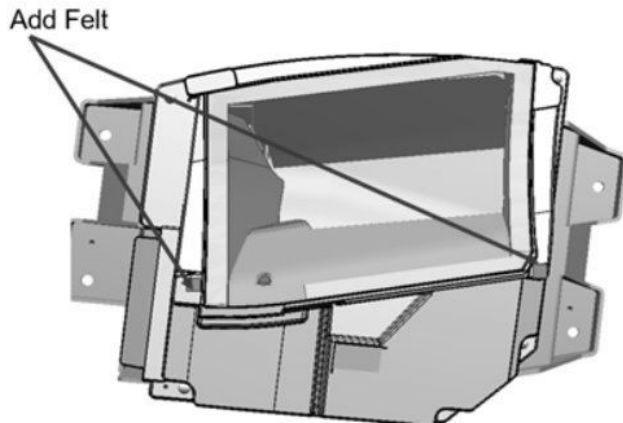
Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. 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.

Important: This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool, and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

Service Procedure

If you encounter a vehicle with the above concern, complete the following:

1. Remove the Instrument Panel Extension. Refer to *Instrument Panel Extension Replacement* in Si.



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2. Install 2 pieces of felt roughly 10mm x 10mm x 3mm in the locations shown above.
3. Reinstall the Instrument Panel Extension. Refer to *Instrument Panel Extension Replacement* in Si.

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
*1080538	Remove Instrument Panel Extension and Install Felt Tape	0.6 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released May 09, 2025

