Bulletin No.: PIT6370
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Preliminary Information

PIT6370 Over The Air Update Enabling Full Power Open / Close Doors

Models

Brand:	Model:	Model Years:	VIN: from	to	Engine:	Transmissions:
Cadillac	Escalade	2025	SOP	4/7/2025	All	All
Cadillac	Escalade ESV	2025	SOP	4/7/2025	All	All

Involved Region or Country	**North America**
Additional Options (RPO)	**RPO APD with R6W built prior to 4/7/2025**
Condition	**Vehicles built before 4/7/2025 with RPOs APD along with R6W came from the factory with power assisted doors (manual mode) and the full power open/close feature was disabled.**
Cause	**Enabling full power open/close doors.**

Correction:
Customers will receive an email from Cadillac advising them that they will be scheduled for an Over the Air (OTA) update starting April 14, 2025. This OTA will enable the full power open/close door feature. When the OTA is available, the driver will have on screen instructions asking them to accept and install the OTA. After the OTA has been successfully installed into the vehicle, the power doors will default to "manual" mode, which means power assisted doors. To enable the full power open/close doors, use the infotainment screen and select Home > Settings > Vehicle > Doors and Locks > Power Doors and the following selections will be available:

- Slight Opening
- Standard Opening
- Maximum Opening
- Manual (meaning power assisted doors and is the default state)

For more information on Power Open/Close Doors operation refer to:
- Owner's Manual under Door Operation
- PIT6291E
- Global Connect message Escalade Power Open/Close Doors full feature set now available 4/7/2025 Reference Number:10915

<u>For A Failed OTA</u>

In the event of an OTA failure and the customer visits the dealer for help, reattempt the OTA after a vehicle sleep cycle. If the OTA is no longer present or is not successful, the Power Open/Close Door software update should be completed utilizing SPS2/SPS3 (VWP) on Techline Connect
Refer to Service Bulletin 24-NA-113: Vehicle Wide Programming Instructions for information on programming.

Note: Vehicles built with RPO: APD after April 7, 2025 will have Power Open/Close Door feature installed and will not require the OTA.

<u>Version History</u>

Version	1
Modified	04/11/2025 - Created on.