



Service Bulletin

Bulletin No.: PIT6481A

Date: March, 2026

PRELIMINARY INFORMATION

Subject: Drivers Power Door Not Fully Closing Or Reversing At Times

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2026		ALL	ALL	ALL	ALL
Cadillac	Escalade ESV	2026		ALL	ALL	ALL	ALL

Involved Region or Country	North America
Additional Options (RPO)	APD
Condition	Some customers may state that they are experiencing one or more of the following concerns on vehicles equipped with power doors (RPO: APD): 1. The driver's side door does not fully close when shutting the manually. 2. The driver's side door reverses while closing when using the power door feature. 3. The driver's side door intermittently does not fully shut when using the power door feature
Cause	The driver's door striker does not align properly with the latch opening and the latch opening is typically positioned too far forward.

Correction

Remove the driver's side door striker by following Document ID: 6711025, then install a striker shim to reposition the striker forward to center the door striker in the center of the door latch opening.

Parts Information

Description	Part Number	Qty
Side Door Striker Spacer	23123665	1

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
2060500	Front Side Door Latch Striker Replacement	Use Published Labor Time

Version	2
Modified	01/30/2026 - Created on 03/19/2026- Updated to make cause and correction clearer.

