



Service Bulletin

Bulletin No.: PIT6500

Date: March, 2026

PRELIMINARY INFORMATION

Subject: Creak Noise Coming From HVAC Case When Changing HVAC Modes

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	ESCALADE IQ	2025-2026		ALL	ALL	ALL	ALL
Cadillac	ESCALADE IQL	2026		ALL	ALL	ALL	ALL

Involved Region or Country	North America
Additional Options (RPO)	C24
Condition	Some customers may experience a creak noise when changing the HVAC airflow modes, as shown in the video below
Cause	This is caused by an internal interference between the mode door and the HVAC case

Correction

Engineering is currently investigating and, in the meantime, please advise the customer they may continue to drive the vehicle. The PI will be updated or replaced with TSB once a determination has been made.

At this time, do not attempt to repair the concern and do not replace any parts, including the HVAC case assembly.

Version	1
Modified	03/19/2026- Created on

