



Service Bulletin

Bulletin No.: PIT6536

Date: August, 2026

PRELIMINARY INFORMATION

Subject: Entertainment Hub and Streaming Applications To Be Unavailable

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, Europe, Middle East, Israel, Japan, S.Korea
Additional Options (RPO)	IVE
Condition	Some customers may state the front passenger infotainment streaming feature is not available. And/or the Entertainment Hub app is missing from home screen.
Cause	The issue resulted from a radio calibration configuration error.

Correction

An updated calibration has been implemented and released.

Perform A11 radio programming via SPS2 to resolve the issue.

Software update (USB file transfer) is not required to correct the issue.

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
*2810335	Reprogram the radio	0.3 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	08/12/2026 Created On

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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