



# Service Bulletin

Bulletin No.: 22-NA-052

Date: March, 2022

## TECHNICAL

**Subject:** Diagnostic Trouble Code (DTC) B1038.64 Set in Body Control Module (BCM) and Door Ajar Message on Driver Information Center (DIC)

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2021	2022	—	—	—	—
Cadillac	CT5	2021	2022				
	Escalade						
	Escalade ESV						
Chevrolet	Corvette	2021	2022				
	Suburban						
	Tahoe						
GMC	Yukon	2021	2022				
	Yukon XL						

<b>Involved Region or Country</b>	North America, Australia/New Zealand
<b>Condition</b>	Some customers may comment on the door latches being inoperable.
<b>Cause</b>	The cause of the condition may be a possible internal fault within the body control module (BCM).
<b>Correction</b>	<p><b>Important: Do Not</b> replace the door latch assembly-driver.</p> <p>Engineering is investigating a BCM software improvement to address this concern. Until a software update is available, power off the vehicle and remove the fuses for VBATT01 and VBATT02 together for 5 minutes to reset the BCM. After reinstalling the fuses, clear all DTCs with the scan tool and confirm DTC B1038.64 has not returned.</p> <p><b>Note:</b> If the DTC returns, follow normal SI diagnostics.</p>

### 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
2888468*	Global Battery Reset and Code Clear	0.6 hr
*This is a unique Labor Operation for bulletin use only.		

<b>Version</b>	1
<b>Modified</b>	Released March 03, 2022

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.



WE SUPPORT VOLUNTARY  
TECHNICIAN  
CERTIFICATION