



Bulletin No.: PIT6288

Published date: 11/22/2024

Preliminary Information

PIT6288 Service Door Latch System

Models

Brand:	Model:	Model Years:	VIN: from to	Engine:	Transmissions:
Cadillac	Escalade	2025	All	All	All
Cadillac	Escalade ESV	2025	All	All	All
Chevrolet	Suburban	2025	All	All	All
Chevrolet	Tahoe	2025	All	All	All
GMC	Yukon Models	2025	All	All	All

Involved Region or Country	North America
Condition	Some customers may comment on a "Service Door Latch System" message.
Cause	The cause of this concern could be that the rear child door lock safety feature is out of sync.



Correction:

GM Engineering is working on the root cause of this issue, but in the meantime perform the following:

- On Cadillac and Chevrolet models, resync the rear door child safety locks by opening all doors and leave open. Then go into the radio display and cycle the child safety locks on and off. It is important that you are at the screen which displays "off" and "on", as shown above. To get to this screen go to the radio display home screen > select Controls > See More Controls > Doors & Windows > Child Safety Locks > On and Off.

- On GMC models, GM engineering is working on a fix. When a fix is available this PI will be updated

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
6486278*	Cadillac/Chevrolet Models - Cycle the child safety door locks. GMC Models - Engineering is working on a Fix.	0.3 Hrs.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	1
Modified	11/22/2024 - Created on.

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