



Bulletin No.: PIT6288B
Published date: 12/13/2024

Preliminary Information

PIT6288B 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	2025	All	All	All
GMC	Yukon XL	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:

- **All Models, First verify that the rear doors will open from the inside door handles by having an assistance get into a 2nd row seat and then close the rear**

doors. Once inside try pulling each inside rear door handle several times to make sure both rear doors will open. If both rear doors open, then proceed to the information below based on your model vehicle. If a rear door will not open, then that rear door child safety lock feature is not working properly, because with this fault message present the rear child safety lock feature should be off/disabled for both rear doors and the doors should open from the inside door handles. For a door that will not open from the inside door handle, please follow normal SI diagnostics for "Power Door Child Lock Malfunction" to correct the child safety lock before proceeding to the information below . After correcting the child safety lock then proceed to the information below based on your model vehicle.

- 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. If cycling the child safety locks does NOT correct the concern, then perform normal SI diagnostics for "Power Door Child Lock Malfunction" to correct this issue.

- 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	3
Modified	11/22/2024 - Created on. 12/05/2024 - Update correction. 12/13/2024 - Update to the correction section.