



**Bulletin No.:** PIT6288D

**Published date:** N/A

## Preliminary Information

### PIT6288D Service Door Latch System

#### Models

<b>Brand:</b>	<b>Model:</b>	<b>Model Years:</b>	<b>VIN:</b> <b>from to</b>	<b>Engine:</b>	<b>Transmissions:</b>
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

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



#### 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 will need to be fixed first. Please follow SI "Door Will Not Open/Close, Door Binding, or Locks, Handles, or Cylinders Do Not Function" step 14. NOTE: The child safety lock feature will not operate properly when cycled IF there is preload from the inside door handle/cable. This could be caused by the inside door handle cable being misinstalled/binding/etc. causing a slight preload on the door latch. Remove the door panel and inspect the inside door handle cable for being misinstalled/binding/kinks/etc. Disconnect the cable from the inside door handle and allow the cable to completely relax to release any preload from the door latch. With only the cable disconnected try cycling the child safety lock feature in the radio display to see if the issue is repaired. Also, try to

rear door may have an issue w 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, contact the TAC Action Center for additional repair instructions.

### 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 - Contact TAC Action Center	0.3 Hrs.
*This is a unique Labor Operation for Bulletin use only.		

### Additional SI Keywords

DTC B11A2 B171C B1804 B11A4 B125D B1805

### Version History

<b>Version</b>	<b>4</b>
<b>Modified</b>	<b>11/22/2024 - Created on. 12/05/2024 - Update correction. 12/13/2024 - Update to the correction section. 01/08/2025 - Update to the correction and warranty sections.</b>

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