



Bulletin No.: PIT6288D
Published date: 02/28/2025

Preliminary Information

PIT6288D 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 or a mismatch between the left rear door and right rear door.



Correction:

- On Cadillac and Chevrolet models, try to 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. There are two different areas, within the radio, where the Child Safety Locks can be cycled on and off. It is important that you are at the screen shown above or it will not cycle the child safety lock actuators and show it is greyed out. 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. This will cycle both rear door child safety lock actuators, which if out of sync will bring them back into sync with each other and clear the message.

If cycling the child safety locks on and off does NOT correct the concern, use GDS2 and go into the BCM> Data Display > Vehicle Access Data and monitor the following two parameters: Right Rear Child Security Lock - Lock Command and the Left Rear Child Security Lock - Lock Command to see if they both are synced with each other. Here are some reasons that the rear child safety locks may not be synced with each other:

1. An issue with the feedback circuits 3269 or 3268, see example doc ID 6614043.
2. A fault with the child safety lock actuator circuits 3266, 2679, 2680, see example SI doc ID 6614044.
3. For more information, please follow normal SI diagnostics for "Power Door Child Lock Malfunction".

After the fault is found and corrected then cycle the Child Safety lock feature on and off to resync and clear the service door latch message.

NOTE: The child safety lock feature will not operate properly IF there is preload on the door latch from the inside door handle/cable. This could be caused by the inside door handle cable being misinstalled/binding/kinked/etc causing a slight preload on the door latch. This slight preload from the cable may not allow the child safety locks to move when being cycled on and off.

- On GMC models, unlike the Cadillac and Chevrolet models, when cycling the Child Safety Locks On and Off it is not actually cycling the child safety lock actuators, and because of that it will not bring a door mismatch back into sync.

Use GDS2 and go into the BCM> Data Display > Vehicle Access Data and monitor the following two parameters: Right Rear Child Security Lock - Lock Command and the Left Rear Child Security Lock - Lock Command to see if both rear door child locks show to be synced with each other and if so skip to step 4. If not, then listed below are some reasons the rear door child locks may be out of sync with each other:

1. Previous repair work to a door, door panel, or a latch which was disconnected or replaced could cause the left and right rear door child lock actuators to become out of sync with each other. If this were to occur one additional symptom that would be noticed, in addition to the GDS2 parameters showing them out of sync, is that one rear door would open from the inside door handle and the other rear door will not open from the inside door handle.

To resync both rear door child lock actuators, pick one of the rear doors and disconnect the door connector (X700 or X800). Next, manually provide momentary power and ground to the child lock actuator circuits 3266 and 2679 or 2680 to the door side of the connector, example SI doc ID 6615130.

Providing power and ground one way will enable the child lock and reversing the leads will disable the child locks. Make sure to use a 1 amp fused jumper lead and jumper the child lock actuator so it matches the opposite side door.

When completed properly both rear doors will operate the same from the inside door handles (either enabled or disabled) and the GDS2 data parameters listed above will be synced/match.

2. An issue with the child lock feedback circuits 3269 or 3268, see example doc ID 6615129
3. An issue with the child lock actuator circuits 3266, 2679, 2680 see example SI doc ID 6615130.

For more information, please follow normal SI diagnostics for "Power Door Child Lock Malfunction".

NOTE: The child safety lock feature will not operate properly IF there is preload on the door latch from the inside door handle/cable. This could be caused by the inside door handle cable being misinstalled/binding/kinked/etc causing a slight preload on the door latch. This slight preload from the cable may not allow the child safety locks to move when being cycled on and off.

4. Once both rear doors operate the same from the inside door handles (both rear doors will open or not open from the inside door handles, must be the same) and the GDS2 parameters Right Rear Child Security Lock - Lock Command and the Left Rear Child Security Lock - Lock Command both indicate each rear door is synced to each other, then if the "Service Door Latch System" message is still displayed the BCM will need to be replaced. The reason the BCM needs to be replaced is only to clear the message and nothing more. In the future, the GMC will clear the message when the child door locks are cycled on and off, like the Chevy and Cadillac models.

NOTE: Do not replace the BCM until both rear doors are synced.

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

Version	5
Modified	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. 02/27/2025 - Update to the correction section.