



Bulletin No.: PIT6288E

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Preliminary Information

PIT6288E Service Door Latch System

Models

Brand:	Model:	Model Years:	VIN: from to	Engine:	Transmissions:
Cadillac	Escalade	2025	All All	All	All
Cadillac	Escalade ESV	2025	All All	All	All
Chevrolet	Suburban	2025	All All	All	All
Chevrolet	Tahoe	2025	All All	All	All
GMC	Yukon	2025	All All	All	All
GMC	Yukon XL	2025	All 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. In addition, On GMC Models built before Feb 24, 2025, if this error would occur the Child Safety Lock On/Off buttons are inoperative due to a calibration issue.



Correction:

- On GMC models build before Feb 24 2025, reprogram the A11 Radio with the latest USB and SPS calcs available in TLC/SPS. This will enable the child safety lock on/off buttons during an error condition. You must follow ALL SI USB and SPS PROGRAMMING and Setup steps for the A11 Radio: Programming and Setup. After reprogramming, resync the rear door child safety locks following the information below.

- All 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 grayed 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.

Additional Diagnostic Information

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.

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	GMC/Cadillac/Chevrolet Models - Cycle the child safety door locks.	0.3 Hrs.
Add Time	GMC Models built before Feb 24 2025 - USB and SPS Reprogram the A11 Radio	Claim up to 1.3 Hrs.

*This is a unique Labor Operation for Bulletin use only.

Additional SI Keywords

DTC B11A2 B171C B1804 B11A4 B125D B1805

Version History

Version	6
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. 03/18/2025 - Update to the Correction, Cause, and Warranty sections.

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