



Service Bulletin

Bulletin No.: PIT6288J

Date: June, 2026

PRELIMINARY INFORMATION

Subject: Service Door Latch System

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2025-2026		All	All	All	All
Cadillac	Escalade ESV	2025-2026		All	All	All	All
Chevrolet	Suburban	2025-2026		All	All	All	All
Chevrolet	Tahoe	2025-2026		All	All	All	All
GMC	Yukon	2025-2026		All	All	All	All
GMC	Yukon XL	2025-2026		All	All	All	All

Involved Region or Country	North America
Condition	Some customers may comment on a "Service Door Latch System" message. There will be no related DTCs.
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 2025 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.



6769032

Correction

Note: If related DTC's are found then those DTCs should be addressed first.

- On 2025 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 follow the information below.

- All models:

Reprogram the BCM with the latest calibrations listed in TLC/SPS.

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.

- If cycling the child safety locks resolves the concern, advise the customer that this condition may occur if the child safety locks are being turned on or off while someone in the rear seat is pulling on the interior door handle. Performing both actions at the same time can cause the system to go out of sync. Advise the customer that if this condition occurs again, they should first ensure that neither rear interior door handle is being pulled and that both handles are fully released. Then, cycle the child safety locks off and back on using the radio screen to restore proper synchronization.
- 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:

Note: If related DTC's are found then those DTCs should be addressed first.

1. The child safety lock feature may not function properly and go out of sync if there is preload on the door latch caused by the inside door handle or cable. This preload can result from a misinstalled, binding, or kinked inside door handle cable, or from the inside handle being pulled, creating slight tension on the latch. Even a minimal amount of preload may prevent the child safety lock from engaging or disengaging when cycled. To ensure there is NO preload on the door latch from the cable, remove the interior door panel on the affected door and disconnect the door latch cable from the inside door handle. While the cable is disconnected, resync the child safety locks on and off as outlined above to restore proper synchronization. If this resolves the concern, reconnect the inside door handle cable, ensuring it is correctly routed, free of kinks or binding, and properly connected to the handle.

2. An issue with the feedback circuits 3269 or 3268, see example doc ID 6614043.

3. A fault with the child safety lock actuator circuits 3266, 2679, 2680, see example SI doc ID 6614044.

4. 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.

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	2025 GMC Models built before Feb 24, 2025 - USB and SPS Reprogram the A11 Radio	Claim up to 1.3 Hrs.
Add Time	Reprogram K9 BCM	0.5 Hrs.
	Use if the K9 BCM Programming is block due to already up to date.	0.2 Hrs
*This is a unique Labor Operation for Bulletin use only.		

Additional SI Keywords

DTC B11A2 B171C B1804 B11A4 B125D B1805

Version	10
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. 04/01/2026 - Update to the Cause, Correction, Models and Warranty sections. 04/21/2026 - Update to the Correction and Warranty sections. 06/08/2026 - Update to the Correction and Warranty sections. 06/29/2026 - Update to the Condition and Correction sections.

