TECHNICAL

Subject: **Diagnostic Trouble Code (DTC) B1038 SYM64 Set in Body Control Module (BCM) and Door Ajar Message on Driver Information Center (DIC)**

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2021	2022	—	—	—	—
Cadillac	CT5	2021	2022				
	Escalade						
	Escalade ESV						
Chevrolet	Corvette	2021	2022				
	Suburban						
	Tahoe						
GMC	Yukon	2021	2022				
	Yukon XL						

Involved Region or Country	North America, Europe, Middle East, Australia/New Zealand
Condition	Some customers may comment on the door latches being inoperable.
Cause	The cause of the condition may be a possible internal fault within the body control module (BCM).
Correction	**Important:** **Do Not** replace the door latch assembly-driver. Engineering is investigating a BCM software improvement to address this concern. Until a software update is available, power off the vehicle and remove the fuses for VBATT01 (F49DR BCM1) and VBATT02 (F4DR BCM 2) together for 5 minutes to reset the BCM. After reinstalling the fuses, clear all DTCs with the scan tool and confirm DTC B1038.64 has not returned. **Note:** If the DTC returns, follow normal SI diagnostics.

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
2888588*	B1038 BCM Reset	0.3 hr
*This is a unique Labor Operation for bulletin use only.		

Version	3
Modified	Released March 03, 2022
	Revised April 08, 2022 – Updated DTC in Subject, added Middle East to Involved Region or Country section and changed the Warranty Information.
	Revised November 21, 2022 – Added Europe to the Involved Region or Country section and DTC B2A00 to Additional SI Keywords.

Additional SI Keywords: B1038, B2A00, front, latch,
left, lock, passenger, rear, right, SYM64