



Service Bulletin

PRELIMINARY INFORMATION

Subject: Remote Keyless Entry Functions Are Inoperative When The Ignition Key Is Off

Models: 2012 - 2013 Chevrolet Captiva Sport

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some dealers and or customers may complain that the Remote Keyless Entry (RKE) system is inoperative when the ignition key is in the off position. If the ignition is turned on, all the RKE functions work correctly. When this vehicle is shipped from the factory to its final destination, the Logistics fuse is not fully seated in the IP fuse block. This is done to help prevent battery draw concerns while the vehicle is in transit. When this Logistics fuse is not fully seated, one of the functions that are disabled is the RKE while the ignition is turned off.

Recommendation/Instructions

Prior to replacing any parts for this concern, it is important to make sure the Logistics fuse in the IP fuse block is fully seated.

Note: This should not be submitted as warranty if the Logistics fuse not being fully seated is found to be the cause of the concern. This procedure is part of the Pre-Delivery Inspection process and should have been done when the PDI was performed.

ADDITIONAL SI KEYWORDS:

fob key keyfob

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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