



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Unable to Learn RKE Transmitters

**Models:** 2010 - 2013 Buick LaCrosse  
2010 - 2013 Cadillac SRX  
2010 - 2013 Chevrolet Equinox, Camaro  
2010 - 2013 GMC Terrain  
2011 - 2013 Buick Regal  
2011 - 2013 Chevrolet Cruze, Volt

*This PI was superseded to update model years. Please discard PIT4954C.*

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

### Condition/Concern

A dealer may comment that they are unable to program fobs to the vehicle. They may receive error messages when trying to learn the transmitter to the vehicle.

### Recommendation/Instructions

Verify the fob/transmitter being programmed is a new unit and has not been programmed to another vehicle previously. Once the transmitter has been programmed to a vehicle you cannot successfully reprogram that same transmitter to another vehicle.

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.

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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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