



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Fleet Key Option - Adding Keys / Converting

**Models:** 2007 - 2014 Cadillac Escalade Models  
2007 - 2013 Chevrolet Avalanche, Silverado, Suburban, Tahoe  
2007 - 2013 GMC Sierra, Yukon Models  
2008 - 2014 Chevrolet Express  
2008 - 2014 GMC Savana  
2014 Chevrolet Silverado 2500/3500, Suburban, Tahoe  
2014 GMC Sierra 2500/3500, Yukon Models

*This PI was superseded to update model years. Please discard PIT4376F.*

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

### Condition/Concern

Following is key and theft information for Fleet Vehicles equipped with RPO 6E2 or 6E8 and converting to fleet mode.

### Recommendation/Instructions

#### Vehicle Fleet Mode

Fleet vehicles with RPO 6E2 or 6E8 should be checked to verify that the Theft Deterrent Module (TDM) is in fleet mode prior to attempting to add keys. The TDM parameter "Fleet Vehicle" must say "YES" otherwise the vehicle will act as any other non-fleet vehicle. If the "Fleet Vehicle" parameter is "Yes" follow the information below for adding keys, if the "Fleet Vehicle" parameter is "No" refer to the directions below for "Converting a vehicle to a fleet vehicle".

**Note:** About Adding Keys- After confirming the vehicle is a fleet vehicle, any number of keys may be added to suit the customer's needs. The key being added must be a NEW KEY with a "circle plus" on the shank of the key. These new keys only need to be learned to 1 vehicle in the fleet in order to start all vehicles within the fleet that have the same RPO 6E2 or 6E8.

Learning new keys - follow steps 1-3 below:

1. Use the original key that starts the vehicle to turn the ignition to run and then to off.
2. Within 10 seconds of turning to off, insert the new circle plus key and turn the ignition to run. Leave the ignition in run for 5 seconds and then turn off and remove the key.
3. The new key should be capable of starting all vehicles in the Fleet.

Troubleshooting learning new keys:

For problems with learning new circle plus keys, use the Tech 2 and check the following TDM parameters located in the "Learn Key Data List": "Transponder Key" and "Valid Key".

A) Transponder Key Parameter:

Insert the new circle plus key into the ignition and turn to run. If the key is communicating with the vehicle the "Transponder Key" parameter will transition to "Present". If this parameter is showing "Not Present" the wrong type of key or a bad key may be the cause. Attempt to learn another new circle plus key. If the "Transponder Key" parameter shows "Present" but the new key is not starting the vehicle, follow the instructions below (B) to check the "Valid Key" parameter.

B) Valid Key Parameter:

If the "Valid Key" parameter says "NO" then attempt to learn the key using the adding keys method discussed above. After performing the learn procedure,

check the Valid Key parameter again. If the parameter transitions to "Yes" the key should now start the vehicle. If the parameter stays "No" after performing the learn procedure, dispose of the key and try another new circle plus key as it may have been learned to a different vehicle. After learning the new keys, use the scan tool to clear all DTCs.

Converting a vehicle to Fleet Mode:

If you are referencing this document you should have determined that the vehicle you are working on was configured incorrectly and the "Fleet Vehicle" parameter is "NO" in the TDM. To confirm the vehicle is not in fleet mode, check the TDM parameter "Fleet Vehicle", which will read "NO". Follow this process only if the "Fleet Vehicle" parameter states "No" and/or the customer wants the vehicle converted to Fleet Mode.

**Note:** Before performing this procedure you will need to ensure that you have the correct NEW circle plus Fleet Key that are precut to match the vehicle based on the RPO. If converting a vehicle to Fleet Mode, that was not built with either 6E2 or 6E8, select one of the below key options and then re-code the ignition and door lock cylinders to match the RPO selected. See the GM part numbers below for NEW circle plus Fleet Key:

15926907 for 6E2

15926908 for 6E8

Perform the following steps for fleet conversion:

1. After the lock cylinders are re-coded to match the selected key RPO, perform a 10 min VTD relearn using TIS2WEB and the Tech 2 using a NEW circle plus fleet key.
2. After the 10 min VTD relearn is complete with a NEW circle plus fleet key the TDM "Fleet Status" will change to "YES".
3. To confirm you have successfully configured the vehicle to fleet mode use the Tech 2, follow the menus to the theft deterrent module and then access the "learn key data" to verify that the "Fleet Vehicle parameter" shows "Yes". If the parameter still states "No" perform the "adding keys procedure" again using the same new Blank Fleet Key. If this is unsuccessful, confirm the Transponder Key parameter is active "present". If not, replace key with a new Blank Fleet Key from the list above.
4. The vehicle is now configured for fleet and all keys from the fleet will start this vehicle.

**Important:** If additional vehicles need to be converted to Fleet Mode, additional NEW circle plus fleet keys will be needed. Once a New circle plus Fleet Key is used for the 10 min VTD relearn to change the TDM "Fleet Status" to "YES" that key will NO LONGER work to convert any other vehicles to "Fleet Status" - "YES". Example: If 5 vehicles need to be converted to Fleet Mode then 5 NEW circle plus fleet keys will be needed. Each vehicle needs its own NEW circle plus fleet key to change the TDM "Fleet Status" to "YES". After each vehicle has learned its own NEW circle plus fleet key and the "Fleet Status" in the TDM is "YES" then all the keys between the vehicles will start each other.

5. The vehicle is now configured for fleet and all keys from the fleet will start this vehicle.

**Note:** The security telltale may come on during the configuration. This is normal during this procedure.

## Warranty Information

This is NOT a Warrantable Expense as the customer is requesting additional keys to be added to the vehicle or to be converted to fleet mode.

### ADDITIONAL SI KEYWORDS:

circle code crank deterrent enforcement law lock module plus police start theft

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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