



Service Bulletin

File in Section: -

Bulletin No.: PIT4560H

Date: October, 2013

PRELIMINARY INFORMATION

Subject: Normal Characteristic - RKE Inoperative/Unable To Program Fobs

Models: 2008 - 2013 Chevrolet Silverado
2008 - 2013 GMC Sierra
2014 Chevrolet Silverado 2500/3500
2014 GMC Sierra 2500/3500
With Power Door Locks (RPO AU3) and Power Windows, Locks and Mirrors (RPO 5B5)
Without Remote Keyless Entry (RPO AU0)

This PI was superseded to update model years. Please discard PIT4560G.

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

Condition/Concern

Technicians may be unable to program the key fobs to the vehicle. The Tech 2 may display the following message when trying to enter the programming mode: "Device Control Not Allowed". When reviewing the options for the vehicle in GM VIS it may be noticed that the vehicle is equipped with RPO AU3 - "POWER DOOR LOCKS WITH REMOTE KEYLESS ENTRY". RPO AU3 does not include Remote Keyless Entry if the vehicle is also equipped with RPO 5B5. This information is listed in the ordering guide and has been provided below. The vehicle would have needed to be ordered with optional RPO AU0 for it to have Remote Keyless Entry.

Order Guide Information below:

- AU3 Power Door Locks: Standard on Crew Cab models, includes (AU0) Remote Keyless Entry unless SEO (5B5) power windows, locks and mirrors are ordered.
- 5B5 Power Windows, locks and mirrors, with up level door panels on a base trim level vehicle provides power driver and passenger front side windows with up level door panels on a base level vehicle. Includes RPO (DL8) outside heated power-adjustable manual folding mirrors, RPO (AU3) power door locks and RPO (UQ3) speaker system audio system feature. C/K***43-53 models include rear door power windows and locks. Power mirrors can be upgraded to SEO (6P3) camper, power-adjustable glass, and manual extendable, heated mirrors. (RPO AU0 Remote Keyless Entry becomes optional on all models and must be ordered and priced if desired.)
- AU0 Remote Keyless Entry, with 2 transmitters, panic button and content theft alarm. Optional on all models when SEO (5B5) power windows, locks and mirrors is ordered requires SEO (5B5) power windows, locks and mirrors.

Recommendation/Instructions

The vehicle is built as intended. If the RKE option would like to be added contact the Techline Customer Support Center (TCSC) @ 800-828-6860 to obtain calibrations.

Note: Techline Customer Support MAY charge a fee for these Calibrations.

Special Note for 3500 Models ONLY:

Certain 3500 model trucks are NOT equipped with Tire Pressure Monitor, RPO UJ6. These trucks will not have a Remote Control Door Lock Receiver (RCDLR) and RKE may not be upgradable. To determine if RKE can be added on a 3500 without RPO UJ6, inspect for the following:

1. RCDLR connector in the location where the RCDLR would be located for your model. If the connector/wiring is NOT present then RKE can NOT be added.
2. Next step would be to make sure the three circuits at the RCDLR connector are completely wired (Check terminals: 1 = B+, 2 = Low speed Lan, 3 = not used, 4 = ground).
3. After verifying all the wiring is complete then TCSC should be contacted for calibrations. If calibrations are available then the RKE system can be added.

4. Obtain the correct RCDLR and Fobs for your model and install.
5. Program with updated calibrations from TCSC and learn Fobs.

Note: Techline Customer Support MAY charge a fee for these calibrations, and RCDLR and Fobs

Parts Information

excel sheet

Warranty Information

This is not a Warrantable Expense as the vehicle was built correctly.

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.