



# Service Bulletin

File in Section: -

Bulletin No.: PIE0267

Date: August, 2013

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Remote Keyless Entry (RKE) Transmitter Inoperative

**Models:** 2013-2014 Chevrolet Captiva Sport (VIN L)

**Attention:** Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information PIs.

### Condition

**Important:** If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment that one or more of the Remote Keyless Entry Transmitters (RKE) supplied with the vehicle are inoperative.

### Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

### Instructions

Gather the following information from the customer:

- Did both RKE transmitters work at any time?
- Did the customer do anything to alter the RKE system (reset, purchase a GM or aftermarket RKE transmitter)?
- Did a dealer service the vehicle for any prior RKE concerns?
- Under what circumstances did the RKE system begin to malfunction?

With this information documented, **contact the engineer listed below before proceeding** with the repair.

### Contact Information

Engineer Name	Phone Number
Shannon Griffith	(248) 459-8041

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

### Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
6480028*	Engineering Information – Remote Keyless Entry (RKE) Transmitter Inoperative	0.4 hr

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Time</b>
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		