Bulletin No.: PIC5972

Date: Mar-2014

Service Bulletin

PRELIMINARY INFORMATION

Subject: **Passive Functions Intermittently Inoperative/Key Fobs Inoperative After The BCM Goes To Sleep Or Vehicle Sits (10-30 Minutes)**

Models: **2014 Chevrolet Cruze**

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

Condition/Concern

A Customer may comment on one of the following:

- Intermittently the doors may not unlock when pushing the door handle buttons (Passive Entry)
- The vehicle may not start when pushing the start button (Passive Start)
- Key fobs will work until BCM goes to sleep (10-30 minutes), however, the Customer must then use the physical key to unlock the door if locked.

In rare cases it may have been possible during the vehicle build process that the incorrect K77 Remote Control Door Lock Receiver (RCDLR) was installed.

Recommendation/Instructions

Please reference pictures below to verify correct K77 Remote Control Door Lock Receiver application.

PEPS (RPO ATH and BTM)

Part Number 13583332 (Black Dot)

Symptoms of Wrong Part:

- Intermittent failure when pressing door handle buttons (Passive entry).

- Intermittent failure when pressing start button (Passive start).

Non-PEPS

Part Number 13503205 (No Black Dot)

Symptoms of Wrong Part:

Key fobs will work until BCM goes to sleep (10-30 minutes), then must use physical key to open car if locked.

If the incorrect module is identified in the vehicle, please order the correct module reflected in the Parts Information section.

Parts Information

Part Number	Description	Qty
13583332	RCDLR Module (PEPS)	1
13503205	RCDLR Module (non-PEPS)	1

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
6430260	Remote Control Door Lock Receiver Replacement	Use Published Labor Operation Time

ADDITIONAL SI KEYWORDS:

entry Fob keyless RKE

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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