



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Diagnostic Tips - Passive Keyless Entry Inoperative

**Models:** 2015 Chevrolet Suburban, Tahoe  
2015 GMC Yukon Models  
With Passive Entry System (RPO ATH)

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

### Condition/Concern

Some customers may comment that one or more passive entry buttons, located on the outside door handles, are not working or are intermittently working.

### Recommendation/Instructions

When diagnosing a passive entry issue, below are some helpful diagnostic tips:

1. The FOB may not have been located within the range of an antenna. The FOB needs to be within approximately 1 meter (3' 3") of the door handle where the passive entry button is being operated.
2. The customer may not have had their finger or thumb completely on the door handle button. For example, they may be pressing the side of the button, which does not allow the switch to make contact and the system will not operate. In some cases, wearing gloves may contribute to this complaint.
3. In cold weather (below 32° F or 0° C), ice may form between the door handle and the button during car washes or thaw / freeze cycles. When this condition is present the button or the bottom of the button does not move or only moves slightly. The top of the button will move so it looks and feels as if the button is being pressed, when it is not. Applying additional pressure, and/or cycling the button multiple times will usually break up the ice and allow the system to operate normally.
4. If the front door is fully open and the customer is trying to open the rear door, the rear door may not unlock and open. This could be caused by the FOB being out of range of the front door handle antenna. When the front door is fully opened, the antenna in the handle is far from the rear door and out of range. The unlock button on the FOB or door switch will need to be pressed to open the rear door(s).
5. If a door handle switch is suspected to be defective, it can be component tested. Measure the resistance between the door handle switch circuits. With the button released the resistance should be infinite. With the button pressed, the resistance should not exceed 15 ohms.

**Important:** Do NOT replace the door handle for a concern that has not been duplicated UNLESS switch resistance is outside of these specifications.

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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