



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Normal Characteristic - No Remote Detected / Place Key in Transmitter Pocket / Press Brake To Restart DIC Messages

**Models:** 2015 Cadillac Escalade Models  
2015 Chevrolet Suburban, Tahoe  
2015 GMC Yukon Models  
With Keyless Start (RPO BTM)

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

### Condition/Concern

Some owners may comment on either of the following issues:

1. While trying to start the vehicle, a "No Remote Detected" message will display on the DIC and the engine will not crank. If the push to start button is pressed a few more times, a "No Remote Key Was Detected. Place Key in Transmitter Pocket. Then Start Your Vehicle." message will display on the DIC
2. While trying to shut the vehicle off, a "No Remote Detected Press Brake To Restart" message will display on the DIC

### Recommendation/Instructions

These concerns could be caused by either of the following situations and are normal operation:

- If a key fob button is being pressed when the engine start/stop button is pushed, the concern may happen. In most cases, a fob button can be unintentionally pressed if the fob is in the customer's pants pocket, purse, backpack, etc. Taking the fob out of his/her pants pocket, purse, backpack, etc. and retrying to start the vehicle will correct the issue.
- If the key fob is placed on the passenger front floor, in the area shown in the photo below, the concern may happen. The fob could be inside a purse, back pack, etc. but just as long as it is in the area shown when the engine start/stop button is pushed, the concern may happen. If the fob is moved out of the area shown, and the engine start/stop button is pressed, this will correct the issue.



## Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle and that the Recommendation section should be followed to prevent either condition from occurring. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

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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