



# Service Bulletin

File in Section: -

Bulletin No.: PIE0296

Date: April, 2014

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Backup Key Does Not Stay Inside Remote Keyless Entry (RKE) Transmitter

**Models:** 2014 Cadillac CTS (VIN A)

**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 the backup key does not stay inside the remote keyless entry (RKE) transmitter. The release button on the side of the transmitter does not pop up when the key is inserted causing the key to fall out.

### 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

If you encounter a vehicle with the above concern, please perform the following steps.

1. Ensure there is no debris in the contact areas between the key and the transmitter.
2. Insert the key into the transmitter. There should be a "click" sound indicating the key has locked into place. You can also verify that the release button on the side of the transmitter has popped back up (flush with the transmitter).
3. Pull on the key to make sure it is held in place.
4. If the key does not stay inside the transmitter, attempt the following and contact one of the engineers listed below with your findings.
  - Try the suspect key with a new or like transmitter to see if it works.
  - Try the suspect transmitter with a new or like key to see if it works.

The engineer may request parts back. Parts will be requested back using the WPC process.

### Contact Information

| Engineer Name | Phone Number |
|---------------|--------------|
| Yuri Ysa      | 586-907-4714 |
| Robert Granny | 586-907-4453 |

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 |
|-----------------|---|------------|
| 6480048*        | Engineering Information – Backup Key Does Not Stay Inside Transmitter | 0.4 hr     |

\*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.