



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Vehicle Stops Running After Idling for 2.5 Hours

Models: 2015 Cadillac Escalade Models
2015 Chevrolet Tahoe, Suburban
2015 GMC Yukon Models
Equipped with Push Button Keyless Start (RPO BTM)

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

Condition/Concern

Some customers may comment that the engine stops running after idling for 2.5 hours with shifter in Park.

Recommendation/Instructions

A engine run timeout feature is standard on all push button start vehicles. There are 2 different scenario's for how the feature will work.

1. If the customer leaves the vehicle with the fob while the engine is running and the shifter in park it will power off after 2.5 hours. (ie no fob present.)
2. If the customer is sitting with engine running and the fob is in the vehicle after 2.5 hours the vehicle will reach out and look for the fob and if it locates it in the vehicle it will reset the timer an additional 2.5 hours (5 hours total) then the vehicle will power off.

Note: If at any time during the first two scenarios the vehicle shifter is removed from park, the timer will reset and start over.

This is normal operation and no repairs should be made.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. 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

ADDITIONAL SI KEYWORDS:

1/2 2 BTM keyless Police

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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