



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Security Light On Intermittently / No Crank/No Start Or Start Stall And Keyless Access Vehicles May Display No Remote/Fob Detected

- Models: 2008 2015 Buick Enclave
 - 2010 2015 Buick LaCrosse
 - 2011 2015 Buick Regal
 - 2012 2015 Buick Verano
 - 2013 2015 Cadillac ATS
 - 2008 2015 Cadillac CTS
 - 2007 2011 Cadillac DTS
 - 2007 2015 Cadillac Escalade Models
 - 2010 2015 Cadillac SRX
 - 2007 2011 Cadillac STS
 - 2007 2013 Chevrolet Avalanche
 - 2011 2015 Chevrolet Cruze
 - 2010 2015 Chevrolet Equinox
 - 2007 2015 Chevrolet Silverado, Suburban, Tahoe
 - 2012 2015 Chevrolet Sonic
 - 2009 2015 Chevrolet Traverse
 - 2007 2015 GMC Acadia
 - 2010 2015 GMC Terrain
 - 2007 2010 Saturn Outlook
 - 2007 2015 GMC Sierra and Yukon Models

This PI was superseded to update Models and Years. Please discard PIC5650A

Condition/Concern

A customer may comment that they may have an intermittent no crank, no start, or start stall concern with the security light coming on. Upon diagnosis the dealer technician may find DTC's B3055, B3060, and/or B3935. In most cases, the dealer cannot duplicate the customer's concern.

It is also possible on vehicles equipped with passive entry/start (RPO's ATH and/or BTH) a customer may exhibit a concern with passive entry inoperative and/or no fob detected message, but will start with the fob in the fob pocket.

With the advancements in today's technology there has been a great increase in the number of RFID (Radio Frequency Identification Devices) found across many communities, business, and automobiles. The most common devices found are: vehicle immobilizer key from other vehicles, keyless access transmitters from other vehicles, interstate/bridge toll passes, gate passes, community/parking access cards, fuel station speed passes, and building access swipe cards/ transponder devices. See images below for examples of RFID devices



Recommendation/Instructions

Important: Do not replace any parts for this concern prior to duplicating the concern and reviewing the following information

It is possible that a RFID device may interfere with the vehicle's Passkey theft system. The range of the interference can vary based on the strength of the RFID which can affect the key to exciter module communication. All sets of keys should be inspected for such RFID devices. The customer may be removing the RFID device, from the key ring, when dropping the vehicle off for service. If you are unable to duplicate the concern review this information with the customer and ask if they use any search RFID devices. These RFID devices will need to be removed from the key ring.

Also, verify the vehicle owner is not inducing the concern by flipping the key while cranking, see the latest version of PIT5030 for vehicle that apply.

For vehicles with passive entry/start, it is possible to get RFI from transponders or other frequency emitting devices in the area. An RFI meter is available from the aftermarket that can be utilized as an aid to locate the stray RFI signals, See Photo Below For image of the meter.



Important: Dealer should also direct their customers to the appropriate section in the Owner manuals that references that the device complies with Part 15 of the FCC Rules. Examples, of where this info may be found depend on the model and/or year. This may be found under Immobilizer Operation, Keyless Entry, Keyless Access, or Radio Frequency Statement sections.

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.

