



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – One or More Key Transmitter(s) Inoperative or Lost Memory

**Models:** 2015 Chevrolet Silverado  
2015 GMC Sierra

**Attention:** Proceed with this EI 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 bulletins.

*This PI has been revised to update the Contact Information. Please discard PIE0337.*

### Condition

**Important:** If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment on one or more of the following:

- One key transmitter does not work.
- Both of the key transmitters do not work.
- The transmitter has lost its memory.

### 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, prior to reprogramming the transmitter, complete the worksheet at the end of this bulletin and contact one of the engineers listed below for further instructions.

**Important:** If the vehicle does not respond with the transmitter button press, it may be necessary to evaluate the transmitter with EL4341 tester.

### Contact Information

Engineer Name	Phone Number
Brandy Steiner	248-255-7600
Brian Harvey	586-575-0941

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
6480198*	Engineering Information – Contact Engineering Prior to Transmitter Reprogram	0.5 hr

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 It will not be published in the Labor Time Guide.

Engineering Information Form – Transmitter(s) Inop
<p>Date:</p> <p>Technician Name:</p> <p>Dealer Name:</p> <p>Contact Phone Number:</p> <p>VIN: (Last 8)</p> <p>Mileage:</p> <p>Owner Complaint:</p> <p>Technician Observations:</p> <p>Vehicle Malfunction Codes:</p> <p>Are Both Transmitters Present:</p>

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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