



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip: Alarm Sounds While Learning New Key Fobs Transmitters After They Had Previously Been Lost

Models: 2015 Cadillac Escalade Models
2015 Chevrolet Suburban, Tahoe
2015 GMC Yukon Models
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

If an owner has lost all key fobs / transmitters that were programmed to the truck and the vehicle had previously been locked, this will arm the Content Theft Deterrent system (CTD) and there is no way to disarm the system. This poses an issue when trying to program new transmitters to the vehicle. When a new mechanical key is cut and used to open the drivers door, the CTD system will activate. Without having a transmitter that is programmed to the truck there is no way to disarm the system.

Recommendation/Instructions

Even if the CTD system is activated and the technician is unable to disarm the alarm, a new transmitter (fob) can still be programmed to the truck without replacing the BCM or any other components. It is recommended to open the drivers door and allow the CTD alarm to activate, which will pulse the horns and exterior lamps for approximately 30 seconds. After this time, the alarm will turn off. As long as the door remains open, it should not reactivate the CTD system. At this point, (regardless if the alarm reactivated and is sounding again) new transmitters may be programmed to the truck using the appropriate SI document.

Note: The horn fuse can be removed from the UBEC to disable the horn from sounding. If the truck is equipped with the Theft Protection Package (RPO UTT) there is no way to disable the self-powered horn/siren.

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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