



# Service Bulletin

File in Section: -

Bulletin No.: 16-NA-277

Date: September, 2016

## TECHNICAL

**Subject: Intermittent Operation of Key Fobs, “No Remote Detected” Message with Possible BCM DTC B3101**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2016	2016	SOP	GD157810	All	All
Buick	Verano (U.S. Build)	2016	2016	SOP	EOP	All	All
Buick	Verano (China Build)	2016	2016	SOP	GG098782	All	All
Buick	Regal	2016	2016	SOP	G9150457	All	All
Cadillac	SRX	2016	2016	SOP	EOP	All	All
Chevrolet	Cruze (U.S. Build)	2016	2016	SOP	G7206591	All	All
Chevrolet	Cruze (Mexico Build)	2016	2016	SOP	GS564097	All	All
Chevrolet	Cruze (China Build)	2016	2016	SOP	GG098782	All	All
Chevrolet	Malibu (U.S. Build)	2016	2016	SOP	GF144003	All	All
Opel Vauxhall	Astra (Plant 8)	2016	2016	SOP	G8029127	All	All
Opel Vauxhall	Astra (Plant G)	2016	2016	SOP	GG025776	All	All

<b>Involved Region or Country</b>	North America and N.A. Export Regions
<b>Additional Options</b>	ATH - REMOTE KEYLESS ENTRY, EXTENDED RANGE
<b>Condition</b>	<p>Some customers may comment on intermittent loss of Key Fob and/or Passive Entry, Passive Start functions.</p> <p>May be accompanied with a “No Remote Detected” message on the DIC.</p> <p>Other symptoms may include:</p> <ul style="list-style-type: none"> <li>• Passive Locking system locking keys in vehicle</li> <li>• Push button start system failure to respond (cannot “start” or “stop”) with “no remote detected” message</li> <li>• Passive entry system not responding to Lock/unlock commands</li> <li>• System not responding to active FOB key press – Lock, unlock, hatch/trunk, remote start and panic all inoperative</li> </ul>
<b>Cause</b>	<p>Under rare circumstances, the Remote Control Door Lock Receiver (RCDLR) can lock-up and become unresponsive due to multiple signals being received in a specific time span. This condition will be cleared by the BCM once 5 minutes has passed and normal operation will return.</p>

## Correction

New BCM software has been developed that resets the RCDLR frequently enough that the RCDLR lockup condition will no longer generate these symptoms.

Reprogram the BCM with the latest software available in SPS. Refer to *Body Control Module Programming and Setup* in SI.

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810215	Body Control Module Reprogramming with SPS	Use Published Labor Operation Time

Version	1
Modified	

