

Subject: Engineering Information – Key Fob/Transmitter Inoperative

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 updated to add the 2018 Model Year. Please discard PIE0396.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Impala	2017	2018			All	All

Involved Region or Country	North America
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment that one or more of the key fobs/transmitters are inoperative.
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.

Correction

If you encounter a vehicle with the above concern, have all transmitters on hand and any DTCs that are set recorded prior to contacting one of the engineers listed below.

Contact Information

Engineer Name	Phone Number
Ron Asmar	(586)-907-2761
Stewart Hanna	(586)-676-6771

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
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6480368*	Engineering Information – Key Fob/Transmitter Inoperative	0.4 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		

Additional Keywords: Theft Deterrent, BCM, Immobilizer, Transponder