



Service Bulletin

File in Section: -


Bulletin No.: 18-NA-360

Date: December, 2018

TECHNICAL

Subject: Reduced Remote Keyless Entry (RKE) Range

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Colorado	2015	2018				
	Silverado Models	2014	2018				
	Silverado 2500/3500	2015	2019				
	Suburban						
	Tahoe						
GMC	Canyon	2015	2018				
	Sierra Models	2014	2018				
	Sierra 2500/3500	2015	2019				
	Yukon Models						

Involved Region or Country	North America and N.A. Exports
Condition	Some customers may comment that the RKE only works at short distance from the vehicle.
Cause	This condition may be caused by the GM accessory Echomaster Trailering Camera system.
Correction	 <p style="text-align: right; margin-top: 10px;">Note: The Camera Menu illustration above may not match exact vehicle details.</p>

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While the vehicle is running and in park, press and hold either the Back button, found on the 8 inch screen or the Home button on the 7 inch screen for approximately 3 seconds.

- If the Camera Menu does not display, the vehicle does not have the EchoMaster Trailing Camera system, refer to SI for RKE range issues.



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- If the Vehicle does have an EchoMaster Trailing Camera system installed and there are RKE range issues:
 1. Remove the Drivers Information Display. Refer to Driver Information Display Replacement in SI.
 2. Temporarily disconnect the EchoMaster Trailing Camera system.
 3. Validate if the RKE range issues still persist.
 - If the RKE range issues still persist after disconnecting the EchoMaster Trailing Camera system, refer to SI for RKE range issues.
 - If the RKE range issues are returned to normal ranges upon temporarily disconnecting the EchoMaster Trailing Camera system, contact EchoMaster GM Support for replacement parts to correct the RKE range issue.

⇒ **Contact EchoMaster GM Support at 866-766-2267 or Email at gmsupport@echomaster.com for replacement parts to correct the RKE wireless range issue.**

Warranty Information

Important: The IntelliHaul Trailing Camera System is an Associated Accessory sourced from EchoMaster®, an independent supplier and is not warranted by GM or its dealers. EchoMaster® provides a 3 year/36,000-mile (3-year/60,000-km in Canada) manufacturer's warranty. For details on the warranty provided by EchoMaster® (Power Brand of AAMP Global), please call (866) 766-2267.

For vehicles repaired under the Associated Accessories manufacturer warranty, use:

Labor Operation	Description	Labor Time
0602908	Accessory Part Service	Submit 0.5 hr of Labor in the Base Labor Field
US Dealers: Refer to the GM Parts and Accessories P&P Manual 1.3.4 – Service Agent Installed GM Accessories/Associated Accessories.		
Canada Dealers: Refer to the GM Canada Parts Policies and Procedures Manual 7.3.3 – General Motors (Dealer) Accessories Warranty/Associated Accessories		

Submit up to \$25.00 in the Net/Admin Allowance field to cover processing the part with the Associated Accessories Manufacturer or the Accessory Dealer Installer (ADI).

Version	1
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