



Preliminary Information

PIT5379E Diagnostic Tips - Unwanted Content Theft Alarm Sounds

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade	2015 - 2019	All	All	All	All
Chevrolet	Suburban	2015 - 2019	All	All	All	All
Chevrolet	Tahoe	2015 - 2019	All	All	All	All
GMC	Yukon	2015 - 2019	All	All	All	All

Supersession Statement

With Theft Protection Package (RPO UTT)

Supersession Statement

This PI was superseded to add the 2019 models. Please discard PIT5379D.

Condition / Concern

Some customers may comment on the content theft alarm sounding for no apparent reason. In some cases, this issue may only occur during a remote vehicle start.

Recommendations / Instructions

If, after performing normal diagnostics and a repair is not found, review the following diagnostic tips:

Using GDS2, review BCM parameters for "Content Theft Deterrent Trigger History". This parameter is located under Body Control Module/Data Display/Content Theft Deterrent Alarm Trigger Data. There will be three history trigger parameters. The BCM trigger history will be cleared if a BCM Clear DTC request is performed with the scan tool. Listed below are the reason(s) that can trigger the theft alarm.

- Driver door
- Passenger door
- Left rear door
- Right rear door
- Rear closure
- Tonneau Cover
- Hood
- Ignition Voltage
- Intrusion
- Inclination
- Telematics enhanced service alarm (Onstar)
- Battery reconnect detected
- Unauthorized PWM change (Unauthorized Power Mode Change, for example: hot wiring the vehicle)
- Security Indicates Tamper
- Glass Breakage

While most of the reasons listed above are self-explanatory, listed below are a few of the common triggers reported:

1. Intrusion- Located in the over-head console are ultrasonic intrusion sensors. These sensors are used to detect motion inside the vehicle. There have been reports of flying insects, pets, items hanging from the rear view mirror, solar powered dancing characters (examples below), etc. moving inside the vehicle and triggering the alarm. These items will have to be removed and the system retested before performing any additional diagnostics.



2. Glass Breakage- Located in the two rear quarter-panel windows and also in the liftgate glass, are glass breakage sensors. The sensors, in the quarter panel windows, are attached to the body harness with a connector that looks similar to a 9 volt battery connector. Reports of these connectors not being fully seated have caused the alarm to trigger. In many cases, the glass breakage trigger normally happens during a RVS event. The vehicle can shake slightly during a RVS event causing the loose connection on the quarter panel window to momentarily open and trigger the alarm.

Note: The rear window defogger is used as the sensor for the liftgate glass. A connection issue to the rear window defogger can also cause a glass breakage trigger to set off the alarm.

3. If there is no trigger history and the truck was built before July, 2014: Determine if ONLY the power sounder siren is going off, with NO horn or lights flashing. If so, the power sounder siren may self-activate due to low voltage. This concern normally presents itself when the engine is cranking during a remote vehicle start in cold ambient temperatures. Engineering has release new updated software for the alarm power sounder (P25), located in the cowl, to correct this concern. Replace the power sounder (P25) with updated part number 23496382.

Additional Tips

-If the alarm is triggered by one of the content theft reasons listed above, except for "Telematics Enhanced Services", it will sound for 28 seconds and then time out (28 horn chirps, 28 light flashes and the power sounder siren going off). The next time the vehicle is unlocked, there will be a notification that the alarm was set off, 3 horn chirps are provided and when the vehicle is turned ON, a "THEFT ATTEMPTED" message should be displayed by the DIC.

- If the alarm is triggered by an OnStar Remote Link request, the BCM content theft deterrent alarm trigger will be "Telematics Enhanced Services". Only the horn and lights will flash and will time out after 30 seconds (30 horn chirps and 30 light flashes). Also, there will be NO siren from the power sounder. The alarm cannot be cancelled by the RKE fob. There will be no theft attempted notifications when the vehicle is unlock (3 horn chirp) or "THEFT ATTEMPTED" message when the ignition is turned on. If this trigger is suspected to be the cause, the owner should first try changing their OnStar Remote Link password. If the concern continues, please contact Onstar TAC and the remote link history can be reviewed.

- If the alarm is triggered by a RKE fob "Panic" button press, only the horn and lights will flash and time out after 30 seconds (30 horn chirps and 30 light flashes). Also, there will be NO siren from the power sounder. The alarm can be cancelled by the RKE fob that triggered the request. There will be NO trigger history or notification that the alarm is being set off.
- Counting the number of horn chirps and/or light flashes can help narrow down the reason for an alarm trigger.
- Determining if the horn, lights and/or power sounder are going off will also aid in why the alarm was triggered.

Parts Information

Part Number	Description	Qty
23496382	Power Sounder	1

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
6460480	Theft Deterrent Alarm Replacement	Use Published Labor Operation Time

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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