

**Subject:** Engineering Information – No Fob Detected Message on Driver Information Center (DIC), Passive and Backup Inoperative and Active Functions Working for All Transmitters

**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 PIE 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.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT4	2020	2020	—	—	—	—
	CT5						

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<p><b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on having one or both of the following conditions:</p> <ul style="list-style-type: none"> <li>No fob detected message on driver information center (DIC).</li> <li>Passive and backup inoperative and active functions working for all transmitters.</li> </ul>
<b>Cause</b>	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, perform the following steps and contact one of the engineers listed below with your findings.

1. Verify that the Active functions are working for all transmitters (example: Locking/Unlocking/Horn/Trunk and Remote Start). **(Yes)**
2. Verify ALL Passive functions (Door Entry/Trunk when locked and Starting) are inoperative for both transmitters? **(Yes)**
3. Verify Interior LF "Passive" Antennas are transmitting with Service Tool EL-52545. **(Yes)**
4. Verify that the Transmitters are responding to the Passive Challenge with the Service Tool EL-52545, without pressing any buttons on the transmitters. **(Yes)**
5. Is the vehicle battery above 12V? **(Yes)**
6. Are there DTCs set in BCM? **(No)**
7. Placing 1 transmitter in back pocket and the other transmitter at least 2 meters (6.5 feet) away from the vehicle then attempt to passively power mode the vehicle with and without pressing the brakes. Repeat with the other transmitter. Did the vehicle Power mode with either transmitter? **(No)**
8. With both transmitters outside of the vehicle, attempt to change the power mode by pressing the start stop switch once every 3 seconds 5 times. Check for DTCs in the BCM for antenna faults. Any DTCs set? **(No)**

If questions 1-5 are "YES" and questions 6-8 are "NO", contact Engineering prior to doing any additional work.

## Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name

- Dealer name and phone number
- Complete VIN and repair order (R.O) number
- BCM Software and Cals Part #s

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
5480818*	Engineering Information - No Fob Detected Message On (DIC), Passive and Backup Inoperative	0.4 hr
*This is a unique labor operation for bulletin use only.		

<b>Version</b>	1
<b>Modified</b>	Released July 30, 2020