

**Subject:** Engineering Information - Backup Key Not Retaining in Key Fob

**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 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		
Chevrolet	Suburban	2021	2021	-	-	-	-
	Tahoe						
GMC	Yukon Models						

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on the backup key not retaining in the key fob.
<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 checks and contact the engineer listed below with your findings.

1. Verify the parts are not physically damaged.
2. Verify that no foreign objects are blocking the path of key or release-button on key fob.
3. Verify if the latch mechanism is able to 'click' when the key is inserted fully.

**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

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
2086218*	Engineering Information - Backup Key Not Retaining in Key Fob	0.3 hr

\* This is a unique labor operation for bulletin use only.

<b>Version</b>	1
<b>Modified</b>	Released March 16, 2021