



Service Bulletin

Bulletin No.: 18-NA-259

Date: December, 2021

TECHNICAL

Subject: Passive Entry and Passive Starting Functions are Always Inoperative on One, or Both, of the RKE Fobs, Possible Various Driver Information Center (DIC) Messages

Brand:	Model:	Model Year:		VIN or Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2018	2019	—	—	All	All
	Encore	2018	2019	—	—		
	Envision	2019	2019	—	—		
	LaCrosse	2018	2019	—	—		
	Regal	2018	2019	—	—		
Cadillac	ATS	2018	2019	August 23, 2017	EOP		
	CTS	2018	2019	August 23, 2017	EOP		
	CT6	2016	2019	GU153967	EOP		
	Escalade	2019	2019	—	—		
	XT4	2019	2019	—	—		
	XT5	2017	2019	JZ100001	EOP		
	XTS	2018	2019	—	—		
Chevrolet	Bolt EV	2019	2019	—	—		
	Camaro	2018	2019	—	—		
	Cruze	2018	2019	—	—		
	Equinox	2018	2019	—	—		
	Malibu	2018	2019	—	—		
	Silverado 1500 (New Model)	2019	2019	KZ100516	EOP		
	Sonic	2018	2019	—	—		
	Tahoe	2018	2019	—	—		
	Traverse	2018	2019	JJ103179	EOP		
	Trax	2018	2019	—	—		
	Volt	2019	2019	—	—		
GMC	Acadia	2019	2019	—	—		
	Sierra 1500 (New Model)	2019	2019	—	—		
	Terrain	2018	2019	—	—		

Involved Region or Country	North America, Brazil, Chile, Colombia, Ecuador, Peru, Europe, Israel, Middle East, China, Japan, Malaysia, GM Korea Company, Cadillac Korea (South Korea), Egypt, South Africa
Additional Options (RPOs)	Equipped with LOCK CONTROL, ENTRY-REMOTE ENTRY, EXTENDED RANGE, PASSIVE ENTRY, ALL DOORS (RPO ATH)
Condition	Some customers may comment that one, or both, of the RKE fobs passive entry and passive starting functions are always inoperative, from initial use. This may be accompanied with a "No Remote Detected" or "Place key in transmitter pocket" message on the DIC. While the passive functions are inoperative, the buttons on the fob are still operational as well as the backup starting method.
Cause	The cause of the condition may be due to invalid data stored in the key fob.
Correction	If you encounter a vehicle with the above concern, reprogram ALL the RKE fobs for the vehicle. Refer to <i>Remote Control Door Lock and Theft Deterrent Transmitter Programming</i> in SI, and follow the reprogramming procedure under "Replacing Transmitters (With SPS)."

Parts Information

No parts are required for this repair.

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
2881978*	Remote Control Door Lock and Theft Deterrent Transmitter Programming	0.3 hr
*This is a unique Labor Operation for bulletin use only.		

Version	2
Modified	Released August 22, 2018 December 21, 2021 – Updated the Involved Region or Country section and corrected description/RPO in Additional Options (RPO) section.

