



# Service Bulletin

Bulletin No.: 21-NA-244

Date: July, 2022

## TECHNICAL

**Subject: No Fob Detected Message on Driver Information Center (DIC) with No Crank/No Start**

**This bulletin replaces PIT5841A. Please discard PIT5841A.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2021	2022	All	All	All	All
Cadillac	CT4	2020					
	CT5	2020					
	Escalade Models	2021					
Chevrolet	Corvette	2021					
	Suburban	2021					
	Tahoe	2021					
GMC	Yukon Models	2021					

<b>Involved Region or Country</b>	North America
<b>Condition</b>	Some customers may comment on a No Crank / No Start condition with a "No Fob Detected" message on the DIC. The Remote Keyless Entry (RKE) key fob will also not be detected in the backup pocket. Key fobs will work actively (button press) but not passively. There are no current passive antenna or Immobilizer DTCs set in the Body Control Module (BCM). The vehicle will have battery power (battery state of charge above 12 volts) but will not power mode to the RUN or Accessory position, which will not allow the transmission to be shifted from Park. Also, the parking brake may be engaged and not be able to be released.
<b>Cause</b>	It has been determined that an internal BCM fault causes the fobs to not be recognized and loss of immobilizer.

### Correction

If you encounter a vehicle with the above concern, perform the following steps:

1. Verify that the Active RKE functions are working for all transmitters (example: Locking/Unlocking/Horn/Trunk and Remote Start).
2. Verify ALL Passive RKE functions are inoperative for both transmitters.
3. Verify Low Frequency (LF) "Passive" Antennas ARE NOT transmitting by using the Service Tool EL-52545.
4. Verify that the Transmitters ARE NOT responding to the Passive Challenge with the Service Tool EL-52545, without pressing any buttons on the transmitters.

5. Is the vehicle's battery above 12V?
6. There should be no current antenna or immobilizer DTCs set in the BCM.
7. 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. There should be no current antenna or immobilizer DTCs set after performing this step.

If questions 1-7 can all be answered as "YES", replace the BCM.

Refer to Service Information / Keyless Entry System Malfunction (Example Document ID# 5606149) for additional diagnostic procedures.

**Note:** It may be possible to recover the vehicle from this condition by performing a battery disconnect / reset, allowing the vehicle's modules to completely power down. If the vehicle cannot be recovered and must be towed, ensure proper towing procedures are followed including the use of wheel dollies and flatbed towing (Reference SI Document ID# 5500849).

## 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
2887308*	Diagnose Inoperative Key Fobs, Replace BCM, and Program BCM	1.4 hrs
*This is a unique Labor Operation for bulletin use only.		

Version	2
Modified	Released November 04, 2021 Revised July 20, 2022 – Added the 2022 Model Year.

