



Service Bulletin

Bulletin No.: 21-NA-068

Date: January, 2023

WARRANTY ADMINISTRATION

Subject: Warranty Administration – Transmitter Key Fob Warranty Replacement Requirements

Attention: This bulletin applies to U.S. and Canada Dealers. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for Coverage Information.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Light Duty Trucks	2017	2023	—	—	—	—
Cadillac							
Chevrolet							
GMC							

Involved Region or Country	United States and Canada
Additional Options (RPOs)	Vehicles equipped with LOCK CONTROL, ENTRY-REMOTE ENTRY, EXTENDED RANGE, PASSIVE ENTRY, ALL DOORS (RPOs ATH or AVJ)

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Effective with job cards dated April 1, 2021, (in Canada, April 1, 2022) all **2017 and newer model year vehicles equipped with RPOs: ATH or AVJ** must follow the new warranty requirements outlined in this bulletin.

Requirements:

- Labor Operation **6430280 Remote Control Door Lock and Theft Deterrent Transmitter Replacement** will require GM authorization for claims submitted under the New Vehicle Limited Warranty (ZREG) or Dealer-Installed Parts Warranty (ZPTI).
- Claims must be routed to the Warranty Support Center.
- A picture of the Signal Detection screen must be captured as confirmation that the VIN of the transmitter key fob is the same as the service vehicle listed on the job card.

The EL-52545 TPMS and RF Tool must be used to verify that the VIN learned to the transmitter key fob matches the VIN of the service vehicle as part of the diagnostic procedure. This ensures the key fob transmitter is not misdiagnosed because the transmitter is the wrong transmitter for the vehicle. A key fob transmitter with a VIN different from the service vehicle **cannot be relearned** to the service vehicle and is not considered warranty.

The EL-52545 Tool 'Signal Detection' screen displays the VIN and other information imbedded in the transmitter key fob. For complete information on proper use of the EL-52545, refer to Service Bulletin #21-NA-061. This is an essential step in initial diagnosis of customer concerns regarding an inoperative key fob.

Attachment Requirement for Key Fob Replacement Transactions



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Important: The warranty claim for key fob replacement will be rejected if a photo of the Signal Detection screen confirming that the VIN of the key fob matches the VIN of the vehicle is not provided or if the VINs do not match. Consult with your warranty administrator on the best way to provide a photo of the screen to include with the warranty claim submission.

Missing Key Fobs

The information above is not applicable to transportation claims (ZTPT Transaction Type). Missing key fob(s) must be identified at the time of new vehicle receiving and inspection and noted on the ePOD/delivery receipt in accordance with Article 1.1.6 of the Transportation, Vehicle Storage and PDI Policies and Procedures Manual. The applicable Damage Code is 29086 (29=Keyless Remote; 08=Missing; 6=Missing).

A picture of the Signal Detection screen (as shown in the example picture above) must be captured as confirmation that the VIN of the transmitter key fob is the same as the service vehicle listed on the job card. The picture must be attached to any submitted warranty transaction for Labor Operation **6430280 Remote Control Door Lock and Theft Deterrent Transmitter Replacement** on a 2017 or newer model year vehicle equipped with RPOs: ATH or AVJ. The claim must be routed to the Warranty Support Center who will validate the information shown in the attached picture to approve the transaction.

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Modified	Released March 17, 2021 Revised April 16, 2021 – Added 2017–2020 Model Years, added RPO AVJ, removed Medium Duty Trucks and added the Important statement at end of bulletin. Revised September 21, 2021 – Updated the Model Year reference under Attachment Requirement for Key Fob Replacement Transactions. Revised February 22, 2022 – Updated the information to now include Canada. Revised September 08, 2022 – Added the 2023 Model Year. Revised January 17, 2023 – Added first Important statement, information to first bullet item under Requirements and Missing Key Fobs section.

