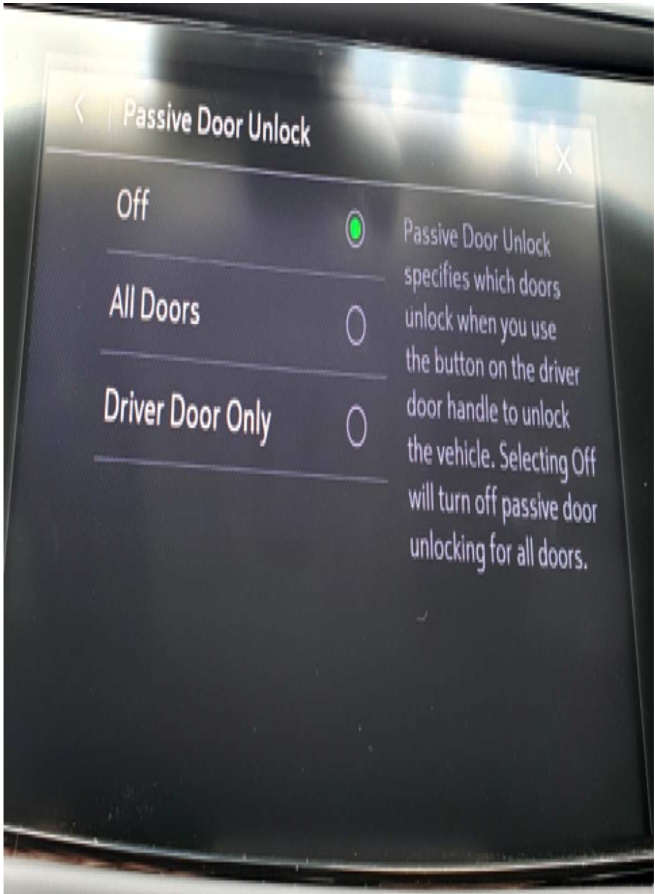# INFORMATION

Subject: Information on Passive Door Unlocking Inoperative and/or Enabling and Disabling of Passive Unlocking

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2019	2023	—		All	All
	Encore	2019	2022				
	Encore GX	2020	2023				
	Envision	2019	2023				
	LaCrosse	2019	2019				
Cadillac	CT4	2020	2023				
	CT5						
	CT6	2019	2020				
	Escalade Models	2019	2023				
	LYRIQ	2023	2023				
	XT4	2019	2022				
	XT5	2019	2021				
	XT6	2020					
Chevrolet	Bolt EV	2019	2023				
	Bolt EUV	2022					
	Cruze	2019	2019				
	Volt						
	Silverado 1500 (New Model)	2019	2019				
	Blazer	2019	2021				
	Camaro	2019	2021				
	Malibu	2019	2022				
	Spark	2019	2022				
	Suburban	2019	2023				
	Tahoe	2019	2023				
	Trailblazer	2021	2023				
	Traverse	2019	2021				
	Trax		2022				
	Silverado	2020	2023				

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Acadia	2020	2021	—		All	All
	Hummer EV	2022	2023				
	Yukon	2019	2023				
	Sierra 1500 (New Model)		2019				
	Sierra	2020	2023				

Involved Region or Country	North America, Chile, Colombia, Ecuador, Peru, Europe, Israel, Middle East, Cadillac Korea (South Korea), GM Korea Company, Uzbekistan, China, Japan, Malaysia, Vietnam
Condition	Some customers may comment that the passive door unlocking feature is inoperative when pressing the button on any door handle or tailgate release handle. They may also comment that all turn signals flash 4 times quickly when the button is pressed.
Correction	When using the following procedures, the owner can cycle between Passive Unlocking Enabled to Passive Unlocking Disabled, and back. Once any individual FOB is used to disable Passive Unlocking, Passive Unlocking will be disabled for ALL FOBs. This will also disable hands free liftgate on liftgate equipped vehicles. Additionally, as shown below, some listed vehicles have "Passive Door Unlock" as a Vehicle personalization feature via the center stack. When selected, this option applies to ALL FOBs.

Service Procedure

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.

With the vehicle off:

Starting State	Do:	Results in:
Passive Unlocking is Enabled	Press and Hold both Lock and Unlock FOB buttons for 3 seconds.	Turn Signals flash 4 times and Passive Unlocking is Disabled. When the button on the door handle is pressed, the Turn Signals flash 4 times and the doors remain locked.
Passive Unlocking is Disabled	Press and Hold both Lock and Unlock FOB buttons for 3 seconds.	Turn Signals flash 2 times and Passive Unlocking is Enabled. When the button on the door handle is pressed, the door(s) will unlock.

Note: If it is necessary to contact the Technical Assistance Center (TAC) for this issue, please obtain the following information from the customer prior to calling:

How long driver had vehicle?

Was issue there from beginning of vehicle delivery or occurred after?

Where does the driver keep the FOB? Front pocket, rear pocket, etc.

Single driver or multiple drivers for vehicle?

Does customer remember pressing both lock and unlock on FOB at the same time?

Has anyone else used the FOB?

Customer Information

Please share this information with the customer, including a copy of this bulletin.

Version	7
Modified	Released September 13, 2018
	Revised May 29, 2019 – Added the Chevrolet Blazer and Cadillac XT6 Models, updated the Involved Region or Country section and added a Note to the **Results in** section.
	Revised October 10, 2019 – Added Models, 2020 Model Year, removed the Opel Karl model, updated the Involved Region or Country section, removed RPO information, added Correction statements and graphic and removed the Note in the **Results in** section.
	Revised January 22, 2020 – Corrected Flash Information in **Results in** section.
	Revised May 12, 2021 – Added the Buick Encore GX and Chevrolet Trailblazer models, 2021 Model Year to certain models, updated the Involved Region or Country section and added several Additional SI Keywords.
	Revised January 20, 2023 – Added the 2020–2022 Model Years to Bolt EV, added Bolt EUV model, added "This will also disable hands free liftgate on liftgate equipped vehicles." in the Correction section and added an Important statement to start of Service Procedure.
	Revised February 10, 2023 – Added the Hummer EV and Cadillac LYRIQ models and the 2022–2023 Model Years to applicable vehicles.

Additional SI Keywords: disable, enable, entry, flashes, FOBs, four, free, gate, hand, hands, hands-free, handsfree, inop, key, keyless, left, lift, liftgate, locking, passenger, PEPS, right, tail, transmitter, door, flash, light, lights, lock