



Bulletin No.: PIT6284

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Preliminary Information

PIT6284 Key Fob Learn Fails / Unable to Learn Key Fobs / Unable To Program Fobs

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade Models	2025	All	All	All	All
Chevrolet	Suburban	2025	All	All	All	All
Chevrolet	Tahoe	2025	All	All	All	All
GMC	Yukon Models	2025	All	All	All	All

Involved Region or Country	North America
Condition	Some dealerships may have experienced issues with programming key fobs. This bulletin provides informational tips on some of the known concerns and how they can be resolved.
Cause	Under investigation.


Correction:

Tip 1 - Some immo key fob programming/learning events will have a two hour timer. The two hour timer is an additional security step that has been added to key fob learn procedure that adds an extended count down timer in addition to other functions. In some cases, while waiting for the two hour timer to expire the vehicle could go asleep and if that happens the immobilizer key fob learn will fail. To prevent the vehicle from going asleep, during the two hour count down timer, the technician MUST stay with the vehicle and apply and release the brake pedal every 12 minutes. To help remember when to apply and release the brake pedal, set a 12 minute timer on your phone. Repeat this 12 minute timer and the brake pedal press / release until the two hour count down procedure is finished. Then continue to follow the TLC/SPS on screen instructions until the key fob learn procedure is complete.

Tip 2 - "0004 DEVICE CONTROL NOT AVAILABLE" error during immobilizer procedure. If you are experiencing this error during either a key fob add procedure or after deleting key fobs and attempting to learn new fobs, contact the TAC Action Center and setup a case. A field engineer will need to be sent to the dealership to complete the learn procedure.

Version History

Version	1
Modified	11/14/2024 - Created on.

 GM Global Brands

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