



Service Bulletin

Bulletin No.: 23-NA-164

Date: March, 2025

TECHNICAL

Subject: Vehicle Will Lock and Unlock (Active Functions Work) but Will Not Crank or Start (Loss of Passive Functions Do Not Work)

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2018	2024	—	—	—	—
	Envision	2019	2020				
	Encore GX	2020	2022				
	LaCrosse	2019	2019				
	Regal	2019	2020				
Cadillac	CT6	2019	2020	—	—	—	—
	XT4	2019	2023				
	XT5	2018	2025				
	XT6	2020	2025				
Chevrolet	Blazer	2019	2025	—	—	—	—
	Camaro	2019	2024				
	Colorado	2019	2022				
	Cruze	2019	2019				
	Equinox	2018	2024				
	Malibu	2019	2025				
	Traverse	2018	2024				
	Trailblazer	2020	2025				
	Volt	2019	2019				
GMC	Acadia	2019	2023	—	—	—	—
	Canyon	2019	2022				
	Terrain	2018	2024				

Involved Region or Country	North America
Condition	Some customers may comment the vehicle will lock and unlock (active functions) but the vehicle will not crank (passive functions).
Cause	This condition may have presented immediately following a low voltage condition, jump start, battery charging, battery replacement or battery disconnect and reconnect. This can present a memory corruption event in the BCM causing the learned fobs count to show 0.

Correction

Important: Do not attempt the immobilizer procedure or module replacements before following this bulletin.

This procedure ONLY applies to the GEN3R BCM.

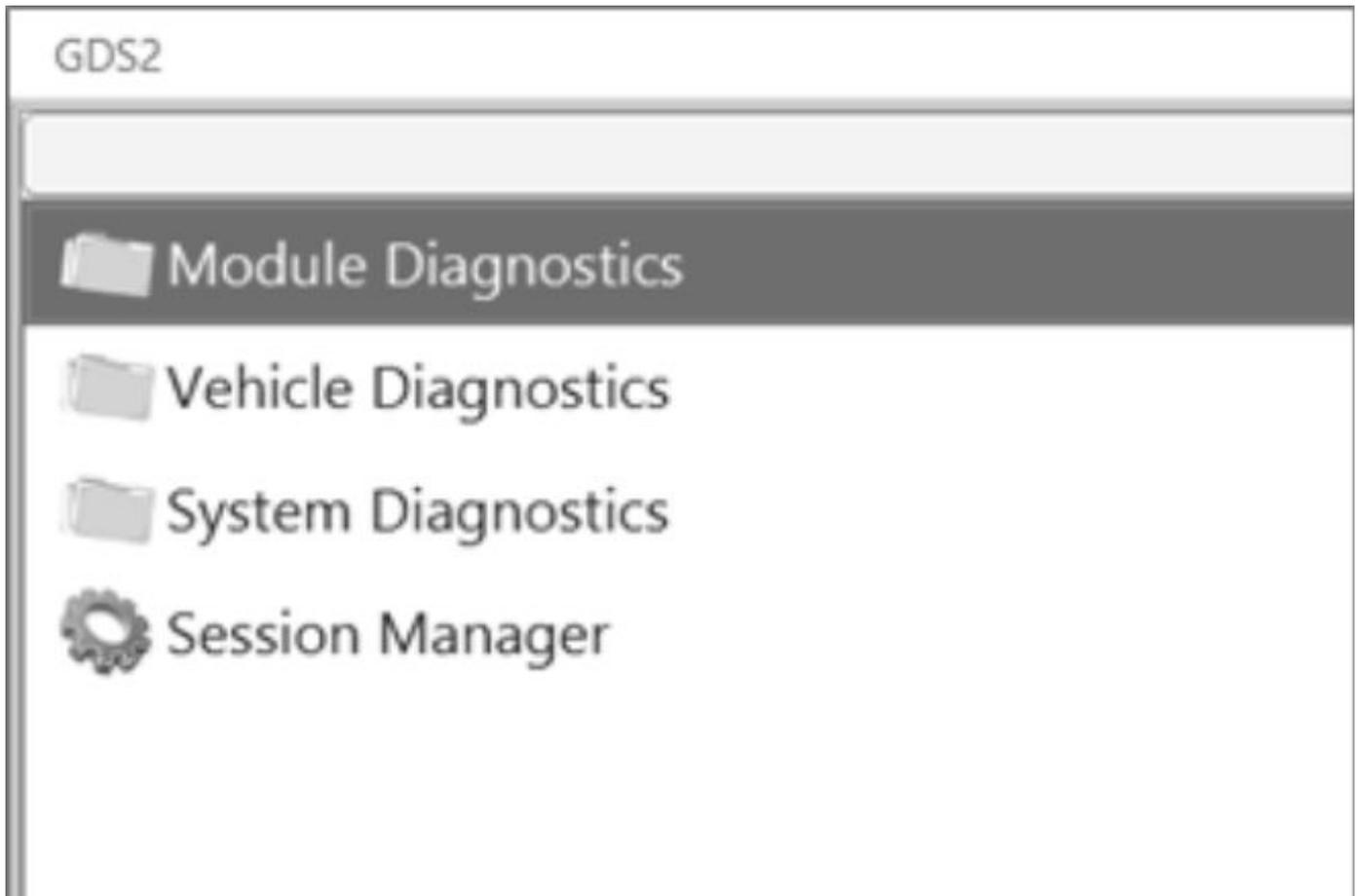
GEN3R BCMs can be identified by either the label on the module or looking up the BMPN part number information in GDS2.



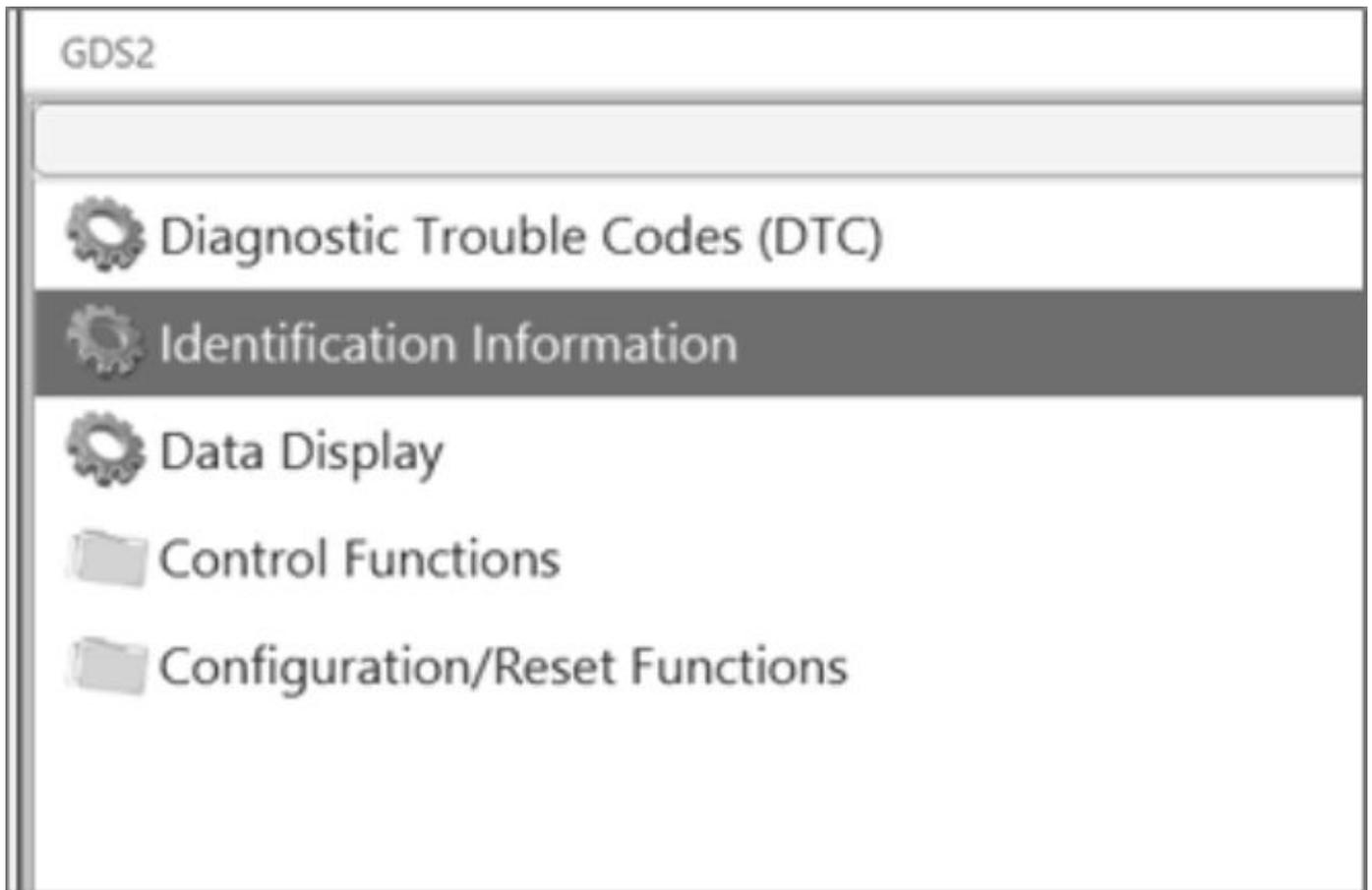
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Follow the steps below to verify BMPN is a GEN3R through GDS2.

Verify you have a GEN3R BCM Base Model Part Number. Only GEN3R BCMS are eligible for this bulletin. Navigate to GDS2 > Module Diagnostics > [K9] Body Control Module > Identification Information > Identification Information.



GDS2
[K20] Engine Control Module
[K38A] Chassis Control Module - Auxiliary
[K71] Transmission Control Module
[K69] Transfer Case Control Module
[K164] Differential Control Module
[K160] Brake System Control Module
[K43] Power Steering Control Module
[K19] Electronic Suspension Control Module
[K5] Automatic Level Control Module
[K9] Body Control Module
[K219] Lighting Control Module
[K56] Serial Data Gateway Module
[K212] Gear Shift Control Module



GDS2
Identification Information
Identification Information
Internal Control Module Performance Data

GDS2
Identification Information
Diagnostic Data Display
Identification Information
Parameter Name
Diagnostic Data Identifier
Module Diagnostic Address
End Model Part Number
End Model Part Number Alpha Code
Base Model Part Number
Base Model Part Number Alpha Code
Boot Software Part Number 1
Boot Software Part Number 1 Alpha Code
Application Software Part Number 1

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BMPNs eligible for this bulletin: 13518569, 13518570, 13518602, 13518603, 13519619, 13519620, 13519648, 13527252, 13527260, 13527261, 13527297, 13527298, 13527827, 13529492, 13529493, 13533809, 13533813, 13533814, 13533817, 13533821.

If the BCM is not a GEN3R, this bulletin does not apply. Continue with standard troubleshooting procedures in SI.

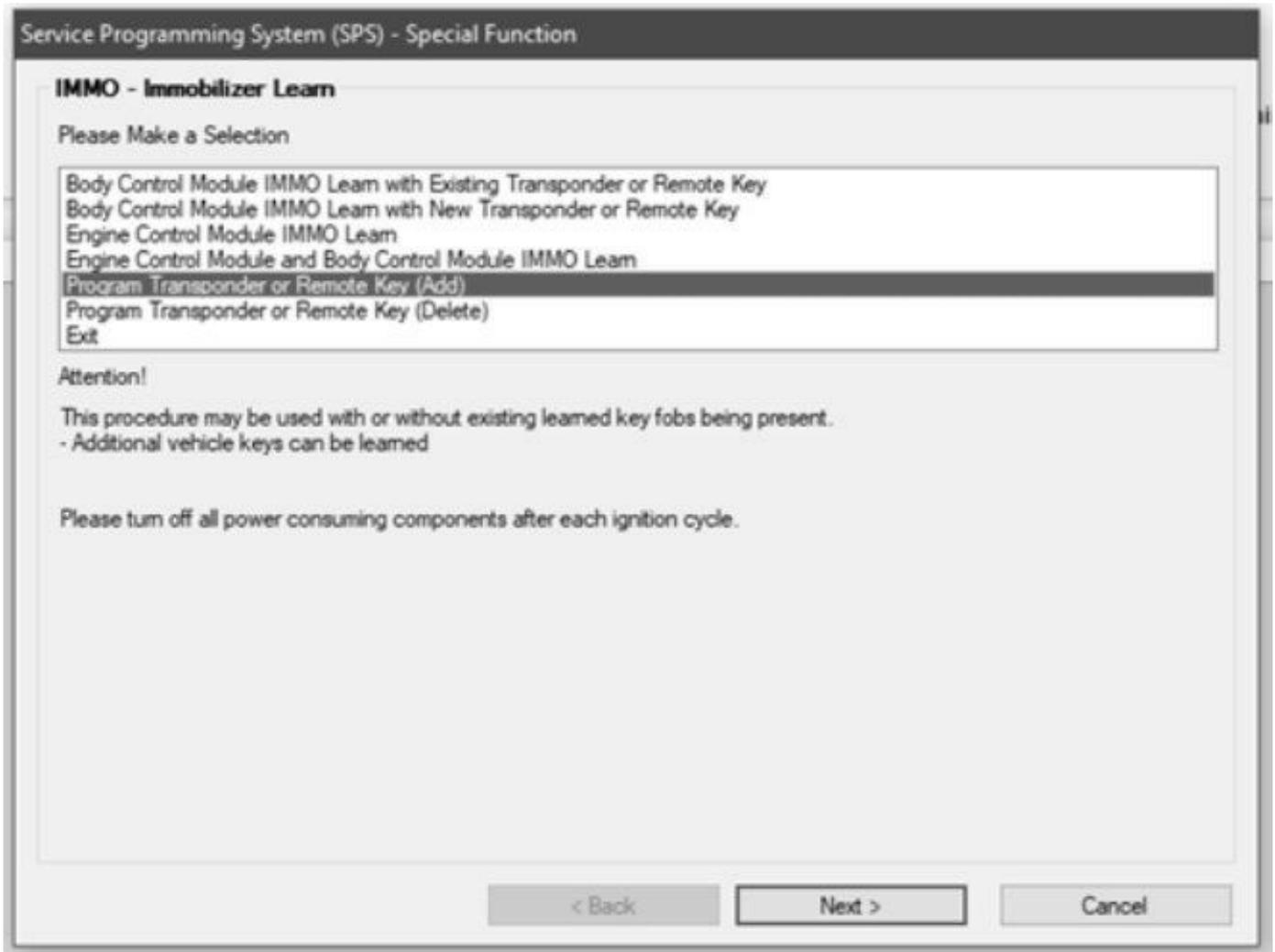
If the BCM is GEN3R, proceed.

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.

Note: You will be unable to confirm the FOB count is at 0 during this condition since you cannot power mode the vehicle. When relearning the **existing** FOBs, you will see the FOB count during the SPS Immobilizer procedure. Ensure you have 2 FOBs learned before completing the procedure.

1. From SPS Supported Controllers, select K9 Body Control Module "Program Transponder or Remote Key (Add)" using **both existing** FOBs. If both existing FOBs cannot be located, make sure at least 2 keys are learned during these steps.



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2. Confirm vehicle cranks and starts and all FOB functions work properly on every FOB and that there are no current DTCs.

Parts Information

May require FOB replacements, use Electronic Parts Catalog to determine correct part number.

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
2889818*	GEN3R FOB Relearn	0.5 hr
*This is a unique Labor Operation for bulletin use only.		

Version	3
Modified	Released September 18, 2023 Revised August 13, 2024 – Added Buick Enclave, Cadillac XT5 and XT6, Chevrolet Blazer and Traverse and updated Model Years. Revised March 13, 2025 – Updated Models and Model Years.

