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#16-NA-396: Intermittent Operation of Key Fobs, Door Unlock Inoperative "No Remote Detected" Message with Possible TPM MIL - (Jan 19, 2017)

Subject: Intermittent Operation of Key Fobs, Door Unlock Inoperative "No Remote Detected" Message with Possible TPM MIL



| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|---|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Cadillac | CT6 XT5 | 2017 | 2017 | | | All | All |
| Chevrolet | Bolt EV | 2017 | 2017 | | | All | All |
| Chevrolet | Camaro Cruze (VIN B) Malibu (VIN Z) Volt | 2016 | 2017 | | | All | All |
| GMC | Acadia (VIN N) | 2017 | 2017 | | | All | All |

| | |
|-----------------------------------|--|
| Involved Region or Country | North America and N.A. Export Regions |
| Additional Options (RPO) | Equipped with FREQUENCIES RATING-433 MHZ (RPO XL8) |
| Condition | <p>Some customers may comment on intermittent loss of Key Fob and/or Passive Entry, Passive Start functions. This may be accompanied with a "No Remote Detected" message on the DIC. Other symptoms may include:</p> <ul style="list-style-type: none"> • Passive Locking system locking keys in vehicle • Push button start system failure to respond (cannot "start" or "stop") with "no remote detected" message • Passive entry system not responding to Lock/Unlock commands • System not responding to active FOB key press – lock, unlock, hatch/trunk, remote start and panic all inoperative • Tire pressure monitor indicator illuminated with DTC's C0750, C0755, C0760 and C0765. |
| Cause | This may be due to issues internal to the Remote Control Door Lock Receiver. |

Correction

If you encounter a vehicle with the above concern, replace the remote control door lock receiver. Refer to *Remote Control Door Lock Receiver Replacement* in SI.

Parts Information

| Description | Part Number | Qty |
|--------------------------|-------------|-----|
| RECEIVER ASM-R/CON DR LK | 13595511 | 1 |

Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description | Labor Time |
|-----------------|---|------------------------------------|
| 6430260 | Remote Control Door Lock Receiver Replacement | Use Published Labor Operation Time |

| | |
|-----------------|---|
| Version | 2 |
| Modified | Jan. 19, 2017 – Added Malibu (VIN Z) to Models. |

how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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