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## #PIC5650G: Diagnostic Tip - Security Light on Intermittently / No Crank/No Start or Start Stall / Keyless Access Vehicles May Display No Remote/Fob Detected / Poor or No RKE Range / Service TPM - (Apr 27, 2020)

**Subject: Diagnostic Tip - Security Light on Intermittently / No Crank/No Start or Start Stall / Keyless Access Vehicles May Display No Remote/Fob Detected / Poor or No RKE Range / Service TPM**



Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
All	All	2007-2020		All	All	All	All

### Supersession Statement

This PI was superseded to update the Models and title. Please discard PIC5650F.

### Condition/Concern

A customer may comment on any of the following complaints:

- Intermittent no crank
- Intermittent no start, or start and stall
- Security / Theft light / Message
- Poor or no RKE range
- Keyless or passive entry/start inoperative
- No Fob Detected message
- Service Tire Pressure Monitor message
- Any of the following DTC's: B3055, B3060, B3935, C0750, C0755, C0760, C0765, and/or C0775.

**Note:** On vehicles equipped with keyless/passive start, the vehicle will start if the fob is placed in the fob pocket.

In most cases, these concerns cannot be duplicated.

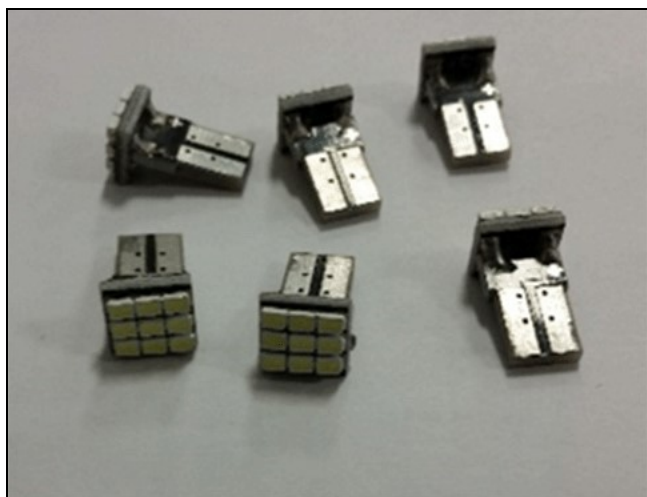
The above systems use Radio Frequency (RF) to transmit information. Some aftermarket devices cause Radio Frequency Interference (RFI), which can "jam" the radio frequency being transmitted.

Listed below are a number of aftermarket devices that can cause RFI. In many cases, these types of devices will be attached to the customer's key ring and could be removed from the key ring or from inside the vehicle when the customer drops the vehicle off for service.

- Vehicle immobilizer keys from other vehicles

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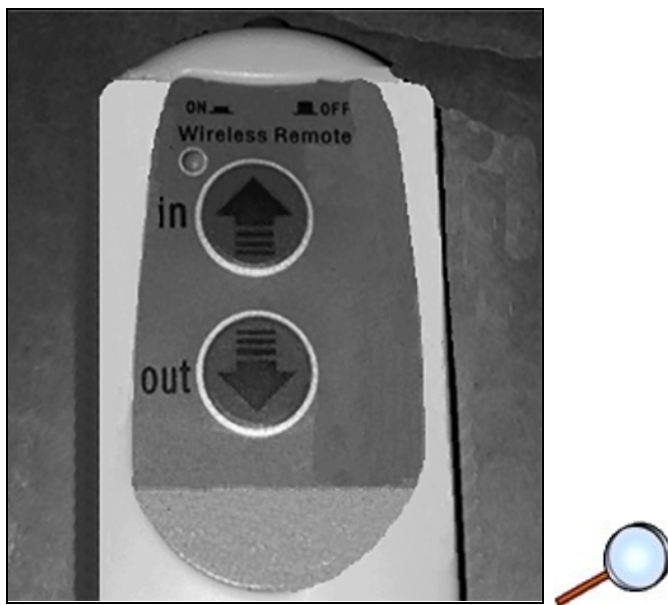












### **Recommendation/Instructions**

**Important:** Do not replace any parts for this concern prior to duplicating the concern and reviewing the following information::

Before any in depth diagnosis is performed, question the customer or inspect the vehicle for any types of aftermarket equipment, like shown above, which could cause RFI. These items need to be removed and/or disconnected from the vehicle.

It is possible to get RFI from transponders or other frequency emitting devices in the area. An RFI meter is available from the aftermarket that can be utilized as an aid to locate stray RFI signals. One example of an RFI meter is from RF Solutions model 006-ND, shown below. As a general rule of thumb, any interference which does not illuminate the red LED's on the tester would be considered acceptable.

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**Important:** Dealer should also direct their customers to the appropriate section in the Owner manuals that references that the device complies with Part 15 of the FCC Rules. Examples, of where this info may be found depend on the model and/or year. This may be found under Immobilizer Operation, Keyless Entry, Keyless Access, or Radio Frequency Statement sections.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-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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