



Preliminary Information

PIC5650D 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

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Cascada	2016 - 2018	All	All	All	All
Buick	Enclave	2008 - 2018	All	All	All	All
Buick	Encore	2013 - 2018	All	All	All	All
Buick	Envision	2016 - 2018	All	All	All	All
Buick	LaCrosse	2010 - 2018	All	All	All	All
Buick	Regal	2011 - 2017	All	All	All	All
Buick	Verano	2012 - 2017	All	All	All	All
Cadillac	ATS	2013 - 2018	All	All	All	All
Cadillac	CTS	2008 - 2018	All	All	All	All
Cadillac	CT6	2016 - 2018	All	All	All	All
Cadillac	DTS	2007 - 2011	All	All	All	All
Cadillac	Escalade Models	2007 - 2018	All	All	All	All
Cadillac	SRX	2010 - 2016	All	All	All	All
Cadillac	STS	2007 - 2011	All	All	All	All
Cadillac	XT5	2017 - 2018	All	All	All	All
Cadillac	XTS	2013 - 2018	All	All	All	All
Chevrolet	Avalanche	2007 - 2013	All	All	All	All
Chevrolet	Bolt EV	2017 - 2018	All	All	All	All
Chevrolet	Camaro	2010 - 2018	All	All	All	All
Chevrolet	Colorado	2015 - 2018	All	All	All	All
Chevrolet	Corvette	2005 - 2018	All	All	All	All
Chevrolet	Cruze	2011 - 2018	All	All	All	All
Chevrolet	Equinox	2010 - 2018	All	All	All	All
Chevrolet	Malibu	2013 - 2018	All	All	All	All
Chevrolet	Silverado	2007 - 2018	All	All	All	All
Chevrolet	Suburban	2007 - 2018	All	All	All	All
Chevrolet	Sonic	2012 - 2018	All	All	All	All
Chevrolet	Tahoe	2007 - 2018	All	All	All	All
Chevrolet	Trax	2013 - 2018	All	All	All	All
Chevrolet	Traverse	2009 - 2018	All	All	All	All
Chevrolet	Volt	2011 - 2018	All	All	All	All
GMC	Acadia	2007 - 2018	All	All	All	All
GMC	Canyon	2015 - 2018	All	All	All	All
GMC	Sierra	2007 - 2018	All	All	All	All
GMC	Terrain	2010 - 2018	All	All	All	All
GMC	Yukon Models	2007 - 2018	All	All	All	All
Saturn	Outlook	2007 - 2010	All	All	All	All

Supersession Statement

This PI was superseded to add the Chevy Malibu. Please discard PIC5650C.

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
- Keyless access transmitters from other vehicles
- Interstate/bridge toll passes
- Gate/door passes to allow access to pools, driveways, entry doors, etc.
- Community/parking access cards
- Fuel station speed passes
- Building access swipe cards/ transponder devices



Additional items to be aware of:

- Aftermarket LED dome, tail, turn, stop, strip, floor, door, Logo, head lights

In many cases, when the LED lighting is turned on it can interfere with a RF signal. Example, RKE inoperative after the first fob button press. When the RKE fob button is pressed the dome lights may turn on, which if equipped with an aftermarket LED dome light, it can interfere with any additional fob button presses.

- Certain cell phone chargers
- USB power banks
- USB flash lights
- Fans (12 volt or 110 volt)
- Any type of USB, 12 volt or 110 volt chargers

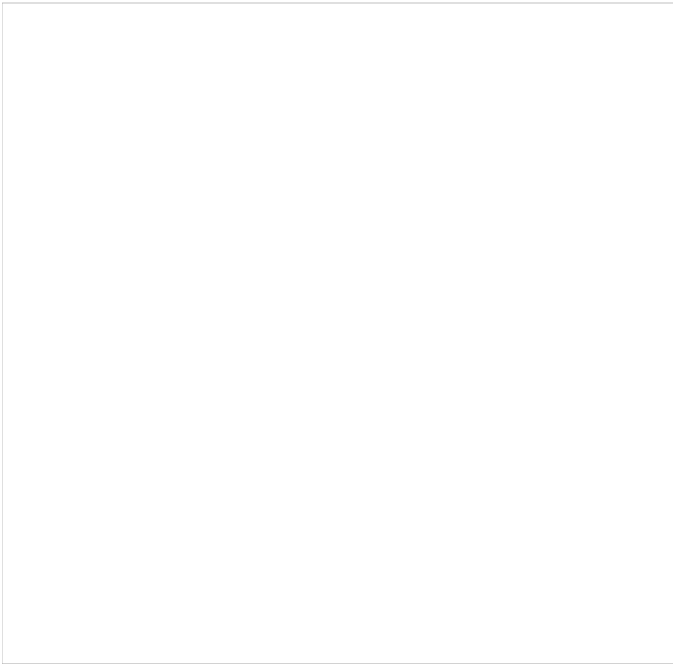


Recommendations / Instructions

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 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 the stray RFI signals. See photo below for image of the meter.



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.



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