



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Diagnostic Tip - Unable to Learn RKE Transmitters

**Models:** 2010-2014 Buick LaCrosse  
2011-2014 Buick Regal  
2012-2014 Buick Verano  
2013 Buick Encore  
2010-2014 Cadillac SRX  
2013-2014 Cadillac ATS, XTS  
2014 Cadillac ELR  
2010-2014 Chevrolet Equinox, Camaro  
2011-2014 Chevrolet Cruze, Volt  
2012-2014 Chevrolet Orlando (Canada), Sonic  
2013-2014 Chevrolet Malibu, Spark, Trax  
2010-2014 GMC Terrain

*This PI was superseded to update model list. Please discard PIT4945E.*

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

A dealer may comment that they are unable to program fobs to the vehicle. They may receive error messages when trying to learn the transmitter to the vehicle.

### Recommendation/Instructions

Verify the fob/transmitter being programmed is a new unit and has not been programmed to another vehicle previously. Once the transmitter has been programmed to a vehicle, you cannot successfully reprogram that same transmitter to another vehicle.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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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