



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Information on Poor, Limited, Reduced Remote Keyless Entry (RKE) or Remote Vehicle Start (RVS) Range

**Models:** 2014 and Prior GM Cars and Trucks

### Condition/Concern

Some customers may comment on poor or no transmitter range when using the remote keyless entry (RKE) and/or remote vehicle start (RVS). In some cases, the range has been limited to a few feet.

Some aftermarket devices can cause frequency interference, which may affect the operating range of the RKE and/or RVS functions.

### Recommendation/Instructions

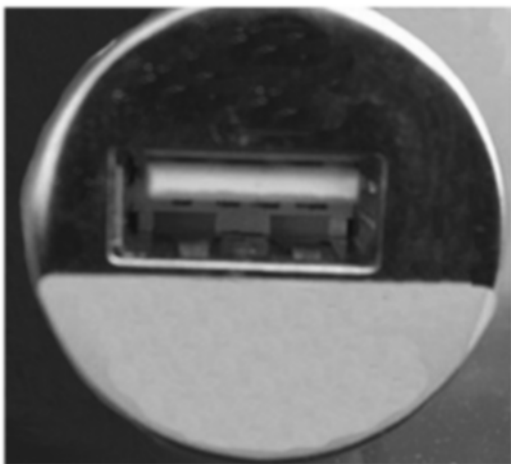
**Note:** The information contained in this PI is not meant to single out any one device, but to provide additional information that may be useful for diagnosing issues that do not have other diagnostic methods to identify root cause.

Inspect for any aftermarket devices installed or stored in the vehicle. Examples (which are shown in the photos below) may include:

- Cell phone or USB chargers plugged into an accessory port
- Wireless gate remotes
- Wireless winch remotes

Please look at ALL accessory ports in the vehicle, e.g. instrument panel, inside the center console, rear of center console, rear cargo area on utilities, etc. In some cases, wireless remotes have been found under seats, inside the glove box, in the center console, in other storage areas, etc.

### Examples of Aftermarket USB Charger





**Example of Aftermarket Wireless Winch Remote**



Remove any aftermarket device, similar to those mentioned, that is found in the vehicle and evaluate for the original concern.

### **Customer Information**

If the root cause is identified as a NON-GM Accessory product, explain to the customer that the aftermarket device is limiting the range and it should not be used/located in the vehicle.

### **Warranty Information**

If the root cause is identified as a NON-GM Accessory product, a warranty claim should NOT be filed against the repair; rather, this should be a customer pay item.

---

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION