



## Preliminary Information

### PIT5841A No Fob Detected Message on DIC with No Crank/No Start

Product Investigation Review Required

#### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Envision	2021	All	All	All	All
Cadillac	CT4	2020 - 2021	All	All	All	All
Cadillac	CT5	2020 - 2021	All	All	All	All
Cadillac	Escalade	2021	All	All	All	All
Chevrolet	Corvette	2021	All	All	All	All
Chevrolet	Suburban	2021	All	All	All	All
Chevrolet	Tahoe	2021	All	All	All	All
GMC	Yukon	2021	All	All	All	All

Involved Region or Country	North America
Condition	A customer may comment they have a No Crank / No Start condition with a "No Fob Detected" message on the DIC. The RKE key fob will also not be detected in the backup pocket. Key fobs will work actively (button press) but not passively. There are no current passive antenna or Immobilizer DTC's set in the BCM. The vehicle will have battery power (battery state of charge above 12 volts) but will not power mode to the RUN or Accessory position which will not allow the transmission to be shifted from park. Also, the parking brake may be engaged and not be able to be released.
Cause	It has been determined that an internal BCM fault causes the fobs to not be recognized and loss of immobilizer.

#### Correction:

If you encounter a vehicle with the above concern, perform the following steps:

1. Verify that the Active RKE functions are working for all transmitters (example: Locking/Unlocking/Horn/Trunk and Remote Start).
2. Verify ALL Passive RKE functions are inoperative for both transmitters.
3. Verify Low Frequency (LF) "Passive" Antennas ARE NOT transmitting by using the Service Tool EL-52545.
4. Verify that the Transmitters ARE NOT responding to the Passive Challenge with the Service Tool EL-52545, without pressing any buttons on the transmitters.
5. Is the vehicle's battery above 12V?
6. There should be no current antenna or immobilizer DTC's set in the BCM.
7. With both transmitters outside of the vehicle, attempt to change the power mode by pressing the start stop

switch once every 3 seconds, 5 times. Check for DTC's in the BCM. There should be no current antenna or immobilizer DTC's set after performing this step.

If questions 1-7 can all be answered as "YES", replace the BCM.

Refer to Service Information / Keyless Entry System Malfunction (Example Document ID: 5606149) for additional diagnostic procedures.

**NOTE: It may be possible to recover the vehicle from this condition by performing a battery disconnect / reset, allowing the vehicle's modules to completely power down. If the vehicle cannot be recovered and must be towed, ensure proper towing procedures are followed including the use of wheel dollies and flatbed towing. Ref: SI Doc: 5500849.**

### Warranty Information

**For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.**

Labor Operation	Description	Labor Time
*2887308	Diagnose Inoperative Key Fobs, Replace BCM, and Program BCM	1.4 Hr.
* This is a unique labor operation for bulletin use only.		

### Version History

Version	2
Modified	05/11/2021 - Created on. 09/08/2021 - Added Additional Makes and Models



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