



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tips: Unwanted Content Theft Alarm Sounds

Models: 2015 Cadillac Escalade
2015 Chevrolet Suburban, Tahoe
2015 GMC Yukon
With Theft Protection Package (RPO UTT)

This PI was superseded to update Additional Tips. Please discard PIT5379.

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

Condition/Concern

Some customers may comment on the content theft alarm sounding for no apparent reason. In some cases, this issue may only occur during a remote vehicle start.

Recommendation/Instructions

Using GDS2, review BCM parameters for "Content Theft Deterrent Trigger History". This parameter is located under Body Control Module/Data Display/Content Theft Deterrent Alarm Trigger Data. There will be three history trigger parameters. The BCM trigger history will be cleared if a BCM Clear DTC request is performed with the scan tool. Listed below are the reason(s) that can trigger the theft alarm

- Driver door
- Passenger door
- Left rear door
- Right rear door
- Rear closure
- Tonneau Cover
- Hood
- Ignition Voltage
- Intrusion
- Inclination
- Telematics enhanced service alarm (Onstar)
- Battery reconnect detected
- Unauthorized PWM change
- Security Indicates Tamper
- Glass Breakage

While most of the reasons listed above are self-explanatory, listed below are a few of the common triggers reported:

1. Intrusion- Located in the over-head console are ultrasonic intrusion sensors. These sensors are used to detect motion inside the vehicle. There have been reports of pets, items hanging from the rear view mirror, solar powered dancing characters (examples below), etc. moving inside the vehicle and triggering the alarm. These items will have to be removed and the system retested before performing any additional diagnostics.



2. Glass Breakage- Located in the two rear quarter-panel windows and also in the liftgate glass, are glass breakage sensors. The sensors, in the quarter panel windows, are attached to the body harness with a connector that looks similar to a 9 volt battery connector. Reports of these connectors not being fully seated have caused the alarm to trigger. In many cases, the glass breakage trigger normally happens during a RVS event. The vehicle can shake slightly during a RVS event causing the loose connection on the quarter panel window to momentarily open and trigger the alarm
Note: The rear window defogger is used as the sensor for the liftgate glass. A connection issue to the rear window defogger can also cause a glass breakage trigger to set off the alarm.
3. If there is no trigger history and the truck was built before July, 2014: Determine if ONLY the power sounder siren is going off, with NO horn or lights flashing. If so, the power sounder siren may self-activate due to low voltage. This concern normally presents itself when the engine is cranking during a remote vehicle start in cold ambient temperatures. If this is the condition, please contact GM Technical Assistance for additional information.

Additional Tips

- If the alarm is triggered by one of the content theft reasons listed above, except for "Telematics Enhanced Services", it will sound for 28 seconds and then time out (28 horn chirps, 28 light flashes and the power sounder siren going off). The next time the vehicle is unlocked, there will be a notification that the alarm was set off, 3 horn chirps are provided and when the vehicle is turned ON, a "THEFT ATTEMPTED" message should be displayed by the DIC.
- If the alarm is triggered by an OnStar Remote Link request, the BCM content theft deterrent alarm trigger will be "Telematics Enhanced Services". Only the horn and lights will flash and will time out after 30 seconds (30 horn chirps and 30 light flashes). Also, there will be NO siren from the power sounder. The alarm cannot be cancelled by the RKE fob. There will be no theft attempted notifications when the vehicle is unlock (3 horn chirp) or "THEFT ATTEMPTED" message when the ignition is turned on. If this trigger is suspected to be the cause, the owner should first try changing their OnStar Remote Link password. If the concern continues, please contact Onstar TAC and the remote link history can be reviewed.
- If the alarm is triggered by a RKE fob "Panic" button press, only the horn and lights will flash and time out after 30 seconds (30 horn chirps and 30 light flashes). Also, there will be NO siren from the power sounder. The alarm can be cancelled by the RKE fob that triggered the request. There will be NO trigger history or notification that the alarm is being set off.
- Counting the number of horn chirps and/or light flashes can help narrow down the reason for an alarm trigger.
- Determining if the horn, lights and/or power sounder are going off will also aid in why the alarm was triggered.

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.

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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