



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)

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

If, after performing normal diagnostics and a repair is not found, review the following diagnostic tips:

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. 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. Ignition Voltage/Battery reconnect detected- If either of these are listed under the "Content Theft Deterrent Trigger History" during a cold ambient temperature RVS event, please connect GM Technical Assistance for additional information.

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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