



## Preliminary Information

### PIT5683 Diagnostic Tip - Liftgate Will Not Lock or May Open Unwanted / Vehicles Equipped With Passive Entry

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade Models	2015 - 2019	All	All	All	All
Chevrolet	Suburban	2015 - 2019	All	All	All	All
Chevrolet	Tahoe	2015 - 2019	All	All	All	All
GMC	Yukon Models	2015 - 2019	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	BTM - (Keyless Start)
Condition	Some customers may comment the liftgate will not lock. They may also state the liftgate will open when they are near the rear of the vehicle without a fob, and has activated the liftgate open switch or the hands free sensor.
Cause	<p>This concern could be caused by a fob that is programmed to the vehicle and left outside of the vehicle within the one meter range of the low frequency antenna, which is located within the rear bumper fascia.</p> <p>When the vehicle is in a locked state and the liftgate hands free sensor or the liftgate open switch located on the gate is activated, the following sequence of events will occur during normal operation;</p> <ul style="list-style-type: none"> <li>- A data bus message is sent to the Keyless Entry Control Module requesting activation of the low frequency antenna.</li> <li>- Upon activation of the low frequency antenna, if a fob is outside of the vehicle within the one meter range of the low frequency antenna that is located in the rear bumper fascia, the fob will respond to the challenge from the low frequency antenna and send a response to the RCDLR.</li> <li>- If the fob is found to be programmed to the vehicle, a data message is sent allowing operation of the liftgate.</li> </ul> <p>If there is a programmed fob within one meter of the low frequency antenna, which is located in the rear bumper fascia, the liftgate will open at any time that the hands free sensor detects any movement or the liftgate switch located on the gate is activated.</p> <p><b>Note - The hands free sensor picks up movement which can be caused by, but not limited to; owner interaction, blowing debris, splashing water, animals, etc.</b></p>

Correction:

If normal SI diagnostics does not lead to a correction, question the customer if they have a fob located/hidden outside of the vehicle for purposes such as being locked out of the vehicle. If a programmed fob is outside of the vehicle and within the one meter range of the liftgate low frequency antenna, the gate will open anytime the hands free sensor or liftgate touch pad is activated. Remove fob from the rear area of the vehicle and evaluate operation.

**Note - Most common areas that a fob has been located, but not limited to, is within the fuel fill door and the hitch.**

Version History

Version	1
Modified	05/13/2019 - Created on



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