



Service Bulletin

Bulletin No.: 18-NA-279

Date: June, 2019

INFORMATION

Subject: Passive Door Unlocking Inoperative and/or Enabling and Disabling of Passive Unlocking

This Bulletin replaces PIT5629. Please discard PIT5629.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT6	2019	2019			All	
	Escalade Models						
	XT4						
	XT6	2020	2020				
Chevrolet	Blazer	2019	2019				
	Bolt EV						
	Camaro						
	Cruze						
	Malibu						
	Silverado 1500 (New Model)						
	Spark						
	Suburban						
	Tahoe						
	Trax						
Volt							
GMC	Acadia	2019	2019				
	Sierra 1500 (New Model)						
	Yukon						
Opel	Karl						

Involved Region or Country	North America, South America, Russia, Middle East, Israel, Japan, South Korea, Thailand
Additional Options (RPO)	Excluding Vehicles Equipped with Remote Ready Start Package (RPO AP8)
Condition	Some customers may comment that the passive door unlocking feature is inoperative when pressing the button on any door handle or tailgate release handle. They may also comment that all turn signals flash 4 times quickly when the button is pressed.
Correction	When using the following procedures, the owner can cycle between Passive Unlocking Enabled to Passive Unlocking Disabled, and back.

Service Procedure

With the vehicle off:

Starting State	Do:	Results in:
Passive Unlocking is Enabled	Press and Hold both Lock and Unlock FOB buttons for 3 seconds.	Turn Signals flash 4 times and Passive Unlocking is Disabled. When the button on the door handle is pressed, the Turn Signals flash 4 times and the doors remain locked.
Passive Unlocking is Disabled	Press and Hold both Lock and Unlock FOB buttons for 3 seconds.	Note: Specific to Cadillac XT6 model ONLY, turn signals flash 2 times . Turn Signals flash 4 times and Passive Unlocking is Enabled. When the button on the door handle is pressed, the door(s) will unlock.

Note: If it is necessary to contact the Technical Assistance Center (TAC) for this issue, please obtain the following information from the customer prior to calling:

How long driver had vehicle?

Was issue there from beginning of vehicle delivery or occurred after?

Where does the driver keep the FOB? Front pocket, rear pocket, etc.

Single driver or multiple drivers for vehicle?

Does customer remember pressing both lock and unlock on FOB at the same time?

Has anyone else used the FOB?

Customer Information

Please share this information with the customer, including a copy of this bulletin.

Version	2
Modified	Released September 13, 2018 May 29, 2019 – Added the Blazer and XT6 Models, updated the Involved Region or Country section and added a Note to the Results in section.

Additional Keywords: disable, enable, entry, flashes, FOBs, four, free, gate, hand, hands, hands-free, handsfree, inop, key, keyless, left, lift, liftgate, locking, passenger, PEPS, right, tail, transmitter

