
**Subject:** Information Keyless Access System/Passive Entry Passive Start (PEPS) Remote Transmitter/Key Fob Inoperative

**Models:**
- 2010 Buick LaCrosse with RPOs ATH and BTM
- 2010 Cadillac SRX with RPO ATH

**Condition/Concern**

On some vehicles, the keyless access system/passive entry passive start (PEPS) remote transmitter/key fob may be inoperative. This condition may be on new vehicles in dealer inventory or on vehicles already delivered to customers.

This condition may be caused by one or more of the following:

- Transmitter battery is weak
- Transmitter is deactivated
- Partially learned transmitter
- Blank or incorrect transmitter shipped with the vehicle

**Recommendation/Instructions**

Use the following steps to help diagnose this condition:

- **Check System Operation** -- With the J 43241 (keyless entry tester) inside the vehicle and turned on, place the key fob/transmitter on the J 43241, and press the start/stop switch on the IP. Note the status of the following:
  - If the power mode changes from "Off" to "Acc", no further action is required.
  - Environmental noise or customer content in the vehicle (cell phone charger, navigation unit, etc.) may have created temporary interference to the system operation. Use labor operation N9995.
  - If the power mode does not change from "Off" to "Acc", proceed to Step 2.

- **Check Fob/Transmitter Battery** -- Place the key fob/transmitter on the J 43241 and press the "unlock" button on the transmitter. Note the status of the following:
  - If the J 43241 LED doesn't illuminate, replace the transmitter battery. Use labor operation R4485.
  - If the J 43241 does illuminate, proceed to Step 3.

- **Check for Deactivated or Partially Programed Fob/Transmitter** -- Press the start/stop switch on the IP with the transmitter inside the vehicle passenger compartment.
  - If the power mode changes from "Off" to "Acc", the transmitter was deactivated or programming of the transmitter was not completed. The transmitter has now been
reactivated or has completed programming and no further action is required. Use labor operation R4491.

- If the power mode does not change, proceed to Step 4.

- **Check for Partially Learned Fob/Transmitter** -- Place the fob in the key fob transmitter pocket and press the start/stop switch on the IP. Move the fob to the passenger seat and press the start/stop switch on the IP again. If the power mode changes, then the transmitter was partially learned and learning is now complete. Use labor operation R4491.

- **Check for Wrong Fob/Transmitter or Fob/Transmitter That Is Not Programmed** -- If the power mode does not change, check the part number on the transmitter and verify that it is correct for the vehicle.

- If the part number is correct, attempt to program the transmitter.

**Note:** When programming the fob, pay particular attention to each step.

- If the programming is successful, a non-programmed (blank) transmitter was shipped with the vehicle and no further action is required. Use labor operation R4491.

- If the programming is unsuccessful, replace the transmitter and program a new transmitter to the vehicle. Use labor operation R4490.

- If the part number is not correct, replace with the correct transmitter and program it to the vehicle (wrong transmitter shipped with the vehicle). Use labor operation R4490.

If the condition is corrected by one of the above listed steps, it is not necessary to perform the remaining steps.

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