2004 - 2009 Cadillac XLR: Service Bulletin: #10-08-52-004: Diag Info on No Remote Detected/No Fobs Detected Message on DIC/Electrical Interference with Cell Phone or Other 12 Volt Charger Plugged In

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Subject:	Diagnostic Information on No Remote Detected or No Fob Detected or No Fobs Detected Message on DIC / Electrical Interference with a Cell Phone, MP3 Player or Other 12 Volt Charger Plugged In
Models:	2010-2011 Buick LaCrosse 2004 - 2009 Cadillac XLR 2005-2011 Cadillac STS 2010-2011 Cadillac SRX 2005-2011 Chevrolet

Condition

Some customers may comment about a temporary no start condition with a "No Remote Detected" or "No Fobs Detected" or "No Fob Detected" message on the DIC.

Electrical Interference Concern

Certain brands of cell phone chargers may produce electromagnetic interference (EMI) or radio frequency interference (RFI) that can disrupt the electrical systems within the vehicle. This interference may cause a no start condition with a "No Remote Detected" message on the DIC. The interference created by the use of these chargers may be intermittent and random. The concern may be present with or without the phone connected to the charger.

Disconnect the cell phone charger from the vehicle and evaluate the customer concern. If the concern is corrected, advise the customer that OEM cell phone chargers, provided by the cell phone manufacturer, typically have additional filtering to eliminate this type of interference. Avoid the use of low quality charging devices.

Notice: This type of interference may be encountered with charging devices for cell phones, MP3 players, GPS units, DVD Players, etc. The device does not need to be plugged into the charger to create this interference, only the charger need be plugged into the 12 volt power point of the vehicle. Moving the key fob away from the charger as far as possible may correct the condition.

Important: Placing the transmitter in the transmitter pocket (found in the console storage area or I/P storage compartment on Corvette/XLR) will allow the vehicle to start even under interference conditions.

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