



Service Bulletin

PRELIMINARY INFORMATION

Subject: OnStar And XM Antenna Malfunction Setting DTC B2462 B2470 Or B125C

Models: 2015 Cadillac Escalade
2015 Chevrolet Silverado, Suburban, Tahoe
2015 GMC Sierra, Yukon
Equipped with High Frequency Painted Antenna Assembly

Condition/Concern

A customer may comment that they have one of more of the following symptoms:

- RED OnStar LED
- Unable to connect to OnStar
- OnStar unable to locate the vehicle
- OnStar has inaccurate gps location
- No GPS on the Navigation Radio Display
- Inaccurate GPS location on the Navigation Radio Display
- XM Radio no signal

The issue will usually be accompanied by a DTC (B2462-02, B2462-04, B2470-02, B2470-04, B125C-01, B125C-02, or B125C-04)

Recommendation/Instructions

Engineering has identified an issue of water intrusion in the antenna assembly. If this concern is encountered, replace the antenna.

Note: This recommendation only applies to vehicles equipped with the high frequency "painted" antenna assembly.

Parts Information

To obtain the appropriate antenna assembly part number and usage, refer to Group 09.645 of the appropriate parts catalog.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
3422710	High Frequency Antenna Replacement	Use Published Labor Operation Time

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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