



Service Bulletin

PRELIMINARY INFORMATION

Subject: OnStar XM GPS or Antenna Malfunction - May Set DTC B2462 B2470 Or B125C - Water Leak In Headliner Or Overhead Console

Models: 2015 Cadillac Escalade Models
2015 Chevrolet Silverado, Suburban, Tahoe
2015 GMC Sierra, Yukon Models
Equipped with High Frequency Painted Antenna Assembly
Built Before:
3/24/15 if 11th vin digit = "F"
3/2/15 if 11th vin digit = "G"
2/26/15 if 11th vin digit = "R"

Attention: Service parts strategy for the painted roof antenna has been changed from paint-to-match (the black antenna); to servicing in-vehicle-color by specific RPO / paint codes

This PI was superseded to add possible XM issues and add factory painted antenna info. Please discard PIT5362A.

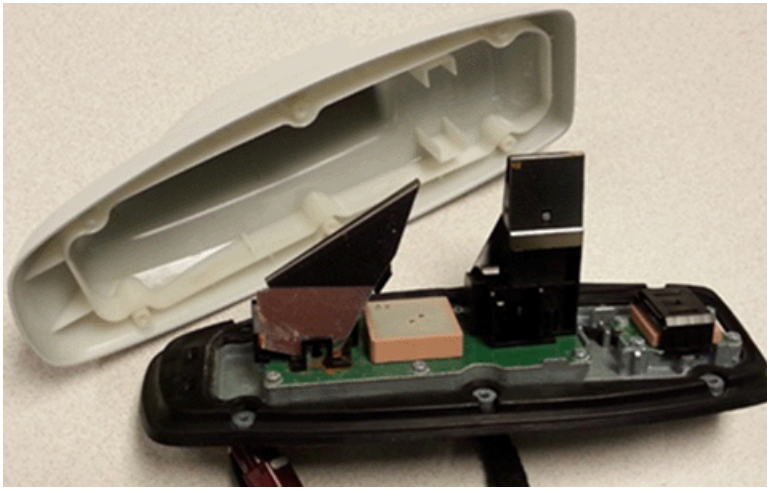
Condition/Concern

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

- Visible Water leak or signs of water intrusion from the antenna base
- 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 or poor reception

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



Note: This recommendation only applies to vehicles equipped with the high frequency "painted" antenna assembly after built before the dates listed. Engineering has identified an issue of water intrusion into the body of the antenna assembly which can ultimately travel down the wiring pigtail into the vehicle. There have also been cases of water leaks from underneath the antenna at the roof panel opening. Inspect the roof sheet metal to ensure there is no deformation at or near the antenna pass-thru opening

If the antenna performance concerns outlined and/or one of the water leak concerns are encountered, replace the antenna ensuring to use the latest antenna part number available from CCA parts without removing the cover from the base.

Important: The painted antenna cover is NOT intended to be removed. Do Not remove the antenna cover from the antenna base, as this may compromise the sealing performance of the new part.

Note: DO NOT use and any form of Sealants on the replacement antenna cover, seals or gaskets.

Parts Information

Note: During transition from the old strategy of paint-to-match (the black antenna); to servicing in-vehicle-color, the parts catalog may list both the specific color by RPO code / paint code, and the paint-to-match black part. Intent is to service with in-vehicle-color parts.

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 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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