



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-214

Date: November, 2017

TECHNICAL

Subject: OnStar, XM, GPS or Antenna Malfunction – May Set DTC B2462, B2470 or B125C - and/ or Water Leak on Headliner at Sun Visor or Overhead Console Areas, Possible Battery Drain Concern

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2015	2018			All	All
Chevrolet	Silverado Suburban Tahoe Models	2015	2018				
GMC	Sierra Yukon Models	2015	2018				

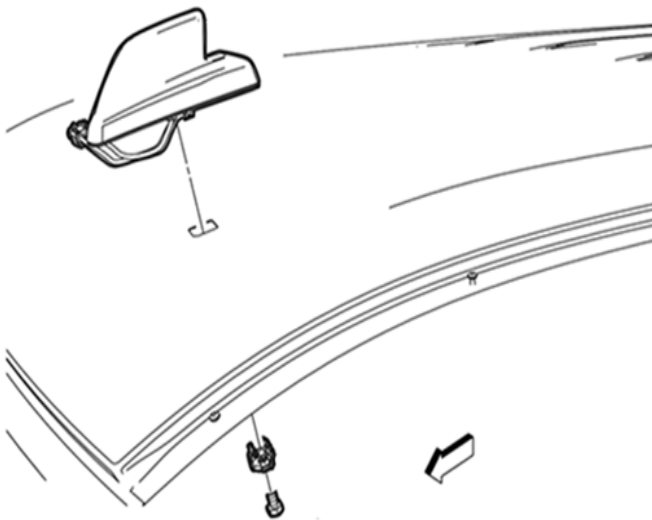
Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with High Frequency Painted Antenna Assembly
Condition	<p>Some customers may comment on seeing a visible water leak on the headliner, near the driver's sun visor, and/or near the overhead console, or signs of water intrusion from the antenna base.</p> <p>The customer may also comment on one or several of the following conditions:</p> <ul style="list-style-type: none"> • RED OnStar LED. • Unable to connect to OnStar. • OnStar unable to locate the vehicle. • OnStar has inaccurate GPS location. • No GPS on the Navigation display. • Inaccurate GPS location on the Navigation display. • XM radio No signal or poor reception. • Water leak from antenna base migrating down inside A-pillar trim, possibly with weak or dead battery concerns. <p>Upon inspection, the technician may also find DTC B2462, B2470 and/or B125C set or stored in History.</p>
Cause	<p>Note: A water leak from the antenna into the vehicle could follow different paths, such as wiring, sheet metal, trim, etc.</p> <p>The cause of the condition may be water migrating into the antenna and ultimately traveling down the wiring pigtail, or by water leaking underneath the antenna base into the vehicle.</p>
Correction	<p>Note: If a water leak is found from the antenna base which has migrated down the A-pillar trim and if the vehicle has experienced issues of weak or dead battery, inspect the LH I/P BEC for possible corrosion concerns from water entry.</p> <p>If the antenna performance concerns outlined and/or one of the water leak concerns are encountered, replace the antenna with the latest P/N available from CCA parts, following the Additional Steps outlined below.</p>

Service Procedure

Important: Summarized below are key notes and additional steps to follow for installing a New High Frequency Antenna, when addressing the concerns outlined above.



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1. Remove the high frequency antenna. Refer to *High Frequency Antenna Replacement* in SI.



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2. Using Kent Automotive Acrysol, or equivalent solvent, clean the roof surface around the antenna mounting pass-thru opening.



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3. Using Kent Automotive Acrysol, or equivalent solvent, clean the underside of the New replacement antenna, around the roof opening water seal.
4. Add a bead of Kent® High-Tech Seam Sealer

Clear P/N 10200, or equivalent, to the underside of the New replacement antenna, around the roof opening water seal, following the steps below:



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4.1. Locate the roof opening water seal (1) at the center of the antenna.



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Important: Ensure to keep the antenna electrical connector away from the sealer application. If sealer gets into the connector, the antenna would require replacement.

4.2. Apply a continuous, uniform bead of the seam sealer, approximately 4–5 mm in height, around the perimeter of the existing roof opening water seal.

4.3. The sealer should be allowed to set-up only briefly - antenna installation should be done within five minutes of the sealer application.



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5. Install the high frequency antenna to the vehicle. Refer to *High Frequency Antenna Replacement* in SI.
6. If a water leak into the vehicle from the antenna base was verified, carefully inspect the headliner, sun visor, overhead console, A-pillar trim, carpet, etc. for damage. Also inspect any affected wiring for possible corrosion. Repair/replace affected components as necessary.

Parts Information

To obtain the High-Tech™ Clear Seam Sealer, contact Kent Automotive at 1-888-YES-KENT (1-888-937-5368).

Description	Part Number	Qty
Kent® High-Tech Seam Sealer Clear	P10200	5 oz.
High Frequency Antenna	Refer to GM Parts Catalog for Latest P/N by VIN	1

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3480548*	Replace High Frequency Antenna and Add Seam Sealer	1.3 hrs
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	November 20, 2017 — Added Model Year 2018

