



# Service Bulletin

File in Section: -

Bulletin No.: PI0345C

Date: June, 2013

## PRELIMINARY INFORMATION

**Subject:** Inspect XM/Cellular Mobile Phone/OnStar® Antenna for Looseness or Damage, XM/Cellular/OnStar® Reception Performance Degraded, Rattle/Flutter/Squeak Noise, Wind Noise/Whistle at Highway Speeds, Water Leak on Headliner at Sunvisor

**Models:** 2010-2014 Cadillac Escalade Models  
2010-2013 Chevrolet Avalanche, Silverado LD Models  
2010-2014 Chevrolet Silverado HD, Suburban, Tahoe  
2010-2013 GMC Sierra LD Models  
2010-2014 GMC Sierra HD Models, Yukon Models

This PI is being revised to add the 2014 model year and update the Warranty Information.  
Please discard PI0345B.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Some customers may comment on finding any of the conditions noted below:

- Poor reception or degraded performance of XM, cellular mobile phone, and/or OnStar® in some geographic areas.
- Rattle/squeak noise, and/or a whistle/flutter wind noise at highway speeds, which may appear most evident near the left middle or rear of the headliner.
- Water leak on headliner above the driver's seat and/or on the floor in the driver's area.

The cause of this condition may be looseness and/or damage of the XM/cellular mobile phone/OnStar® antenna, which may affect the grounding of the antenna and may allow a rattle/wind noise at highway speeds and/or a water leak.



Though difficult to detect evidence of impact damage, upon inspection of the antennas returned in warranty, there is a likelihood this damage occurred during vehicle transportation to dealerships. The result of impact damage is most often to the underside retainer (1), which is found to be bent backward or otherwise damaged and no longer provides proper retention.

### Recommendation/Instructions

Inspect new vehicles right after receipt from the vehicle carrier. Process transportation claims as appropriate.



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Grasp and physically inspect the XM, cellular mobile phone, and/or OnStar® antenna for looseness and/or damage. If the antenna is mounted securely and exhibits no signs of physical damage, follow regular diagnostic information in SI to address any customer concern.

If the antenna is loose or damaged, it must be replaced. Refer to Cellular Communications/Digital Radio Antenna Replacement in SI.

### Parts Information

Part Number	Description	Qty
25815079	ANTENNA ASM-DIGITAL RDO & M/TEL & VEH LOCC (2010 MY)	1
20850446	ANTENNA ASM-M/TEL & VEH LOC (2010 MY)	1
20849992	ANTENNA ASM-M/TEL & VEH LOC (2011–14 MY)	1
20791465	ANTENNA ASM-DIGITAL RDO & M/TEL & VEH LOCC (2011–14 MY)	1

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3422580	Mobile Telephone Digital Antenna Replacement	Use Published Labor Operation Time