



Service Bulletin

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: 2010-2015 Cadillac Escalade Models
2010-2013 Chevrolet Avalanche
2010-2015 Chevrolet Silverado, Suburban, Tahoe
2010-2015 GMC Sierra, Yukon Models

This PI has been revised to update the Warranty Information. Please discard PI0345E.

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.



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

To obtain the appropriate Antenna Asm 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
3422580 (Model Years 2010-2014 [Excluding 2014 Silverado 1500 and 2014 Sierra 1500])	Mobile Telephone Digital Antenna Replacement	Use Published Labor Operation Time
3422710 (2014 Silverado 1500, 2014 Sierra and all 2015 Model Years)	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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