



# 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

*This PI was superseded to update Recommendation/Instructions. Please discard PIT5362.*

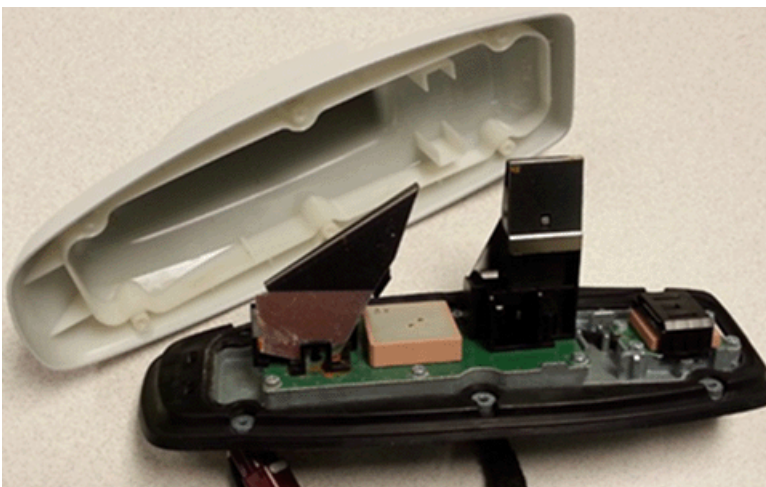
### Condition/Concern

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

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



**Important:** The painted antenna cover is not intended to be removed. Do Not remove the antenna cover as this may compromise the sealing performance. Do Not reuse the original antenna painted plastic cover, there is a potential quality concern with the cover. Latest service parts include updated covers.

**Note:** DO NOT use and any form of Sealants on the antenna or it's seals/gaskets  
Engineering has identified an issue of water intrusion into the antenna assembly.

If this concern is encountered, replace the antenna ensuring to use the new updated antenna cover without removing the cover from the base.

Mask and spray paint to match as necessary

**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	Paint Code
3422710	High Efficiency Antenna Replacement	1.2	
	Diagnostic Time*	0.3	
	To Color/Clear Coat	0.4	GD
	With Tint Coat/Tri-Coat Paint	0.3	GB

\*You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis.

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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