



# Program Bulletin

## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Loss of GPS, OnStar® and XM Antenna Functions

**MODELS:** 2015 Cadillac Escalade, Escalade ESV  
2015 Chevrolet Silverado Crew Cab, Suburban, Tahoe  
2015 GMC Sierra Crew Cab, Yukon, Yukon XL

.....  
THIS PROGRAM IS IN EFFECT UNTIL AUGUST 24, 2017.  
.....

### CONDITION

**Certain** 2015 model year Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Silverado Crew Cab, Chevrolet Suburban, Chevrolet Tahoe, GMC Sierra Crew Cab, GMC Yukon, and GMC Yukon XL vehicles may have a condition that can allow water to leak into the vehicle's roof-mounted antenna. This condition could prevent the vehicle's OnStar system from accurately determining the vehicle's location; disable the vehicle's compass, navigation, and XM radio systems; illuminate the vehicle's red OnStar LED indicator; and allow water into the interior passenger compartment.

### CORRECTION

Dealers are to replace the OnStar® antenna.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

**PART INFORMATION**

Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. This part will be on Order Writing control initially and all DRO’s (Daily Replenishment Orders) will cancel. Dealers can place orders CSO (Customer Special Order). In emergency situations, a dealer should place a SPAC case and the orders will be processed in the order received.

**Note:** Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which High Frequency Antenna to order.

**PART INFORMATION**

<b>Part Number</b>	<b>Description</b>	<b>Quantity/Vehicle</b>
23258456	ANTENNA, HIGH FREQUENCY	1
23258457	ANTENNA, HIGH FREQUENCY	1
23258441	ANTENNA, HIGH FREQUENCY	1
23258458	ANTENNA, HIGH FREQUENCY	1
23258442	ANTENNA, HIGH FREQUENCY	1
23258459	ANTENNA, HIGH FREQUENCY	1
23258443	ANTENNA, HIGH FREQUENCY	1
23258460	ANTENNA, HIGH FREQUENCY	1
23258444	ANTENNA, HIGH FREQUENCY	1
23258445	ANTENNA, HIGH FREQUENCY	1
23258461	ANTENNA, HIGH FREQUENCY	1
23258446	ANTENNA, HIGH FREQUENCY	1
23258462	ANTENNA, HIGH FREQUENCY	1
23258447	ANTENNA, HIGH FREQUENCY	1
23258463	ANTENNA, HIGH FREQUENCY	1
23258448	ANTENNA, HIGH FREQUENCY	1
23258464	ANTENNA, HIGH FREQUENCY	1
23258465	ANTENNA, HIGH FREQUENCY	1
23258449	ANTENNA, HIGH FREQUENCY	1
23258466	ANTENNA, HIGH FREQUENCY	1
23258467	ANTENNA, HIGH FREQUENCY	1
23258468	ANTENNA, HIGH FREQUENCY	1

SERVICE PROCEDURE

1. Remove the High Frequency Antenna. Refer to *High Frequency Antenna Replacement* in SI.
2. Install the High Frequency Antenna. Refer to *High Frequency Antenna Replacement* in SI.

COURTESY TRANSPORTATION

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9101656	Replace High Frequency Antenna	1.2	N/A

CUSTOMER NOTIFICATION

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through August 31 2017.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through August 31 2017, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



August 2015

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2015 model year Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Silverado Crew Cab, Chevrolet Suburban, Chevrolet Tahoe, GMC Sierra Crew Cab, GMC Yukon, or GMC Yukon XL vehicle may have a condition that can allow water to leak into the vehicle’s roof-mounted antenna. This condition could prevent the vehicle’s OnStar system from accurately determining the vehicle’s location; disable the vehicle’s compass, navigation, and XM radio systems; illuminate the vehicle’s red OnStar LED indicator; and allow water into the interior passenger compartment.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will replace the OnStar antenna. This service will be performed for you at **no charge until August 31, 2017**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

GM CUSTOMER CARE AND AFTERSALES  
DCS3742  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 7, 2015

Subject: 15155 - Customer Satisfaction Program  
Loss of GPS, OnStar® and XM Antenna Functions

Models: 2015 Cadillac Escalade, Escalade ESV  
2015 Chevrolet Silverado Crew Cab, Suburban, Tahoe  
2015 GMC Sierra Crew Cab, Yukon, Yukon XL

To: All Cadillac, Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New or Used Vehicle Sales  
Manager, and Warranty Administrator

General Motors is releasing Customer Satisfaction Program 15155 today. The total number of U.S. vehicles involved is approximately 6,800. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on August 24, 2015.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated August 24, 2015. A list of involved vehicles in dealer inventory is attached to this message.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available August 17, 2015.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES