



Service Bulletin


Bulletin No.: 17-NA-012

Date: January, 2020

TECHNICAL

Subject: Poor AM Radio Reception

Brand:	Model:	Model Year:		Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick	Cascade	2016	2019			All	All

Involved Region or Country	North America
Condition	Some customers may comment that no AM stations are available and/or if an AM station is available, static is the predominant audio.
Cause	The initial release of the antenna was not optimal for AM reception.
Correction	<div style="text-align: center;">  </div> <p style="text-align: right; font-size: small;">4691886</p> <p>Important: Prior to replacement, the customer must be consulted on the visual difference between both antenna versions. The customer must understand the appearance change and the antenna exchange should only take place after a customer agreement is obtained.</p> <p>Replace the existing “shark fin” antenna (1) with the new Hex Band antenna (2) kit following the Service Procedure below.</p>

Service Procedure

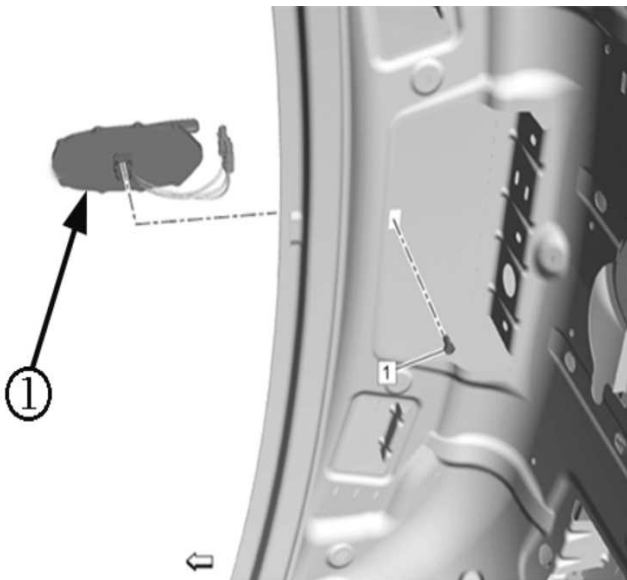


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Note: The new Hex Band antenna kit contains a jumper cable, antenna mast and base. The base will need to be painted to match the color of the vehicle, prior to installation.

Important: Before disconnecting the battery cable, make sure to turn on the radio and record all of the customer radio station presets.

1. Disconnect the battery negative cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.



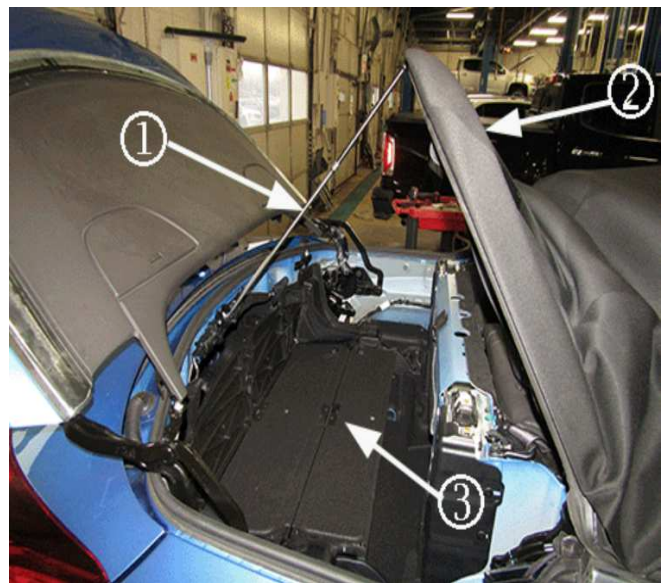
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2. Remove the existing communication module antenna (1). Refer to *Communication Module Antenna Replacement* in SI.



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3. Install the new Hex Band antenna base and mast from the kit. The electrical connectors will be connected in a later step when the antenna jumper cable is connected. Refer to *Communication Module Antenna Replacement* in SI.



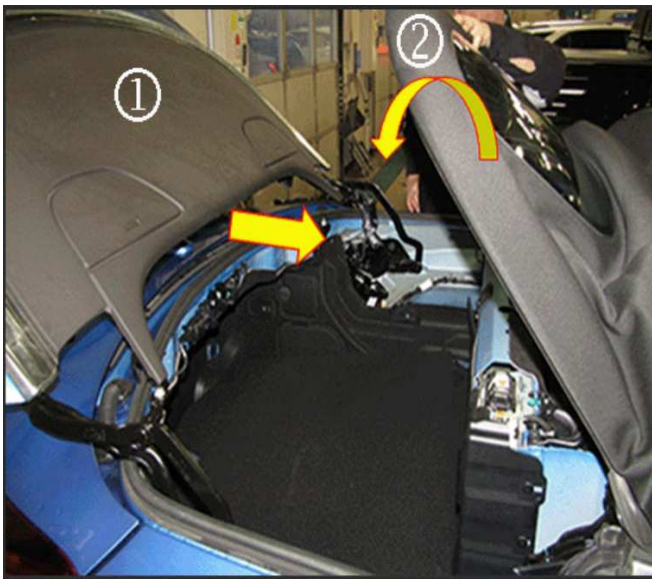
4701758

4. Power the stowage compartment lid to open position and the rear roof tension bow up. Use a support rod (1) to secure the tension bow (2) while the hydraulic system loses pressure after few minutes, and the tension bow folds down.
5. Remove the folding top stowage compartment (3). Refer to *Folding Top Stowage Compartment Replacement* in SI.



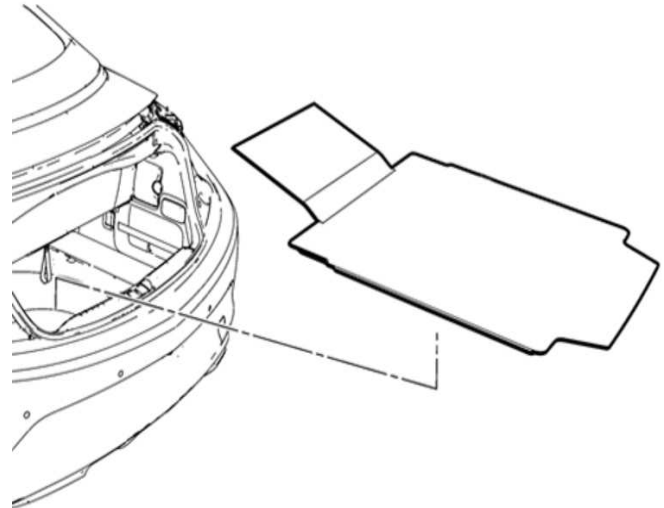
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6. Reach through the left side trim and manually release the rear compartment lid using the emergency trunk release handle (1) on the lid.



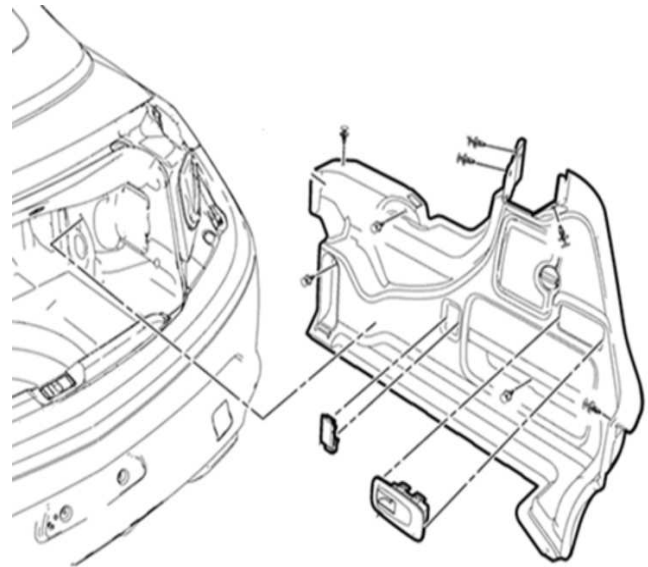
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7. Manually position the folding top stowage compartment lid (1) in the forward/down, **but not latched**, position. Then position the rear roof tension bow (2) down, resting on the stowage compartment lid.



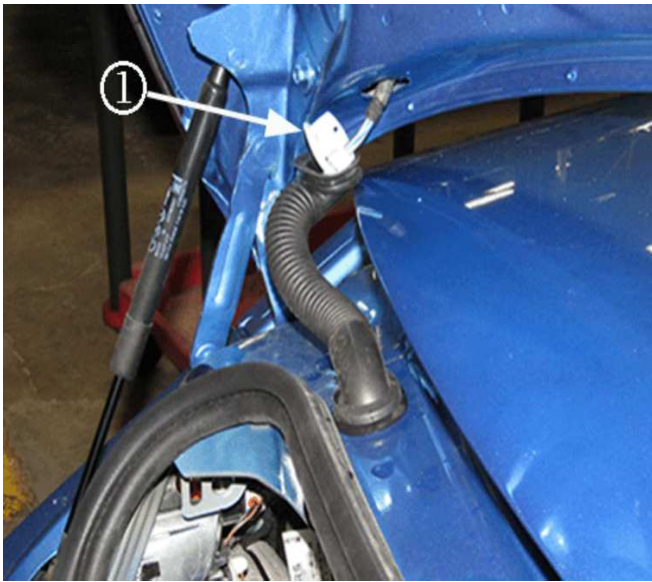
4691902

8. Remove the rear compartment floor trim panel. Refer to *Rear Compartment Floor Panel Trim Replacement* in SI.



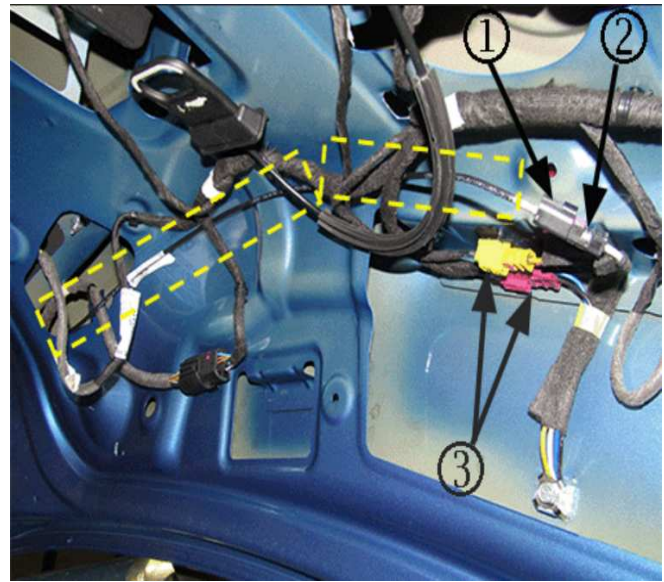
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9. Remove the right and left quarter inner trim finish panels. Refer to *Quarter Inner Trim Finish Panel Replacement - Right/Left Side* in SI.



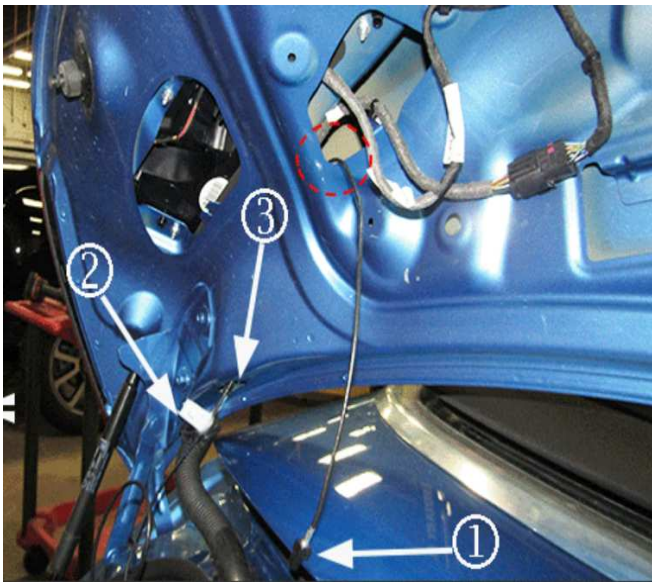
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10. Detach the rear compartment lid grommet (1) from the compartment lid.



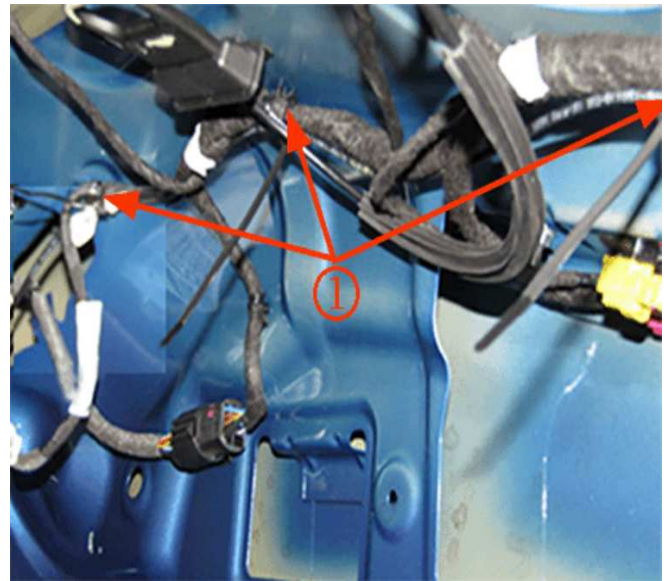
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12. Continue to route the cable along the compartment lid harness, install the cable connector (1) to the communication module antenna connector (2) and connect the electrical connectors (3).



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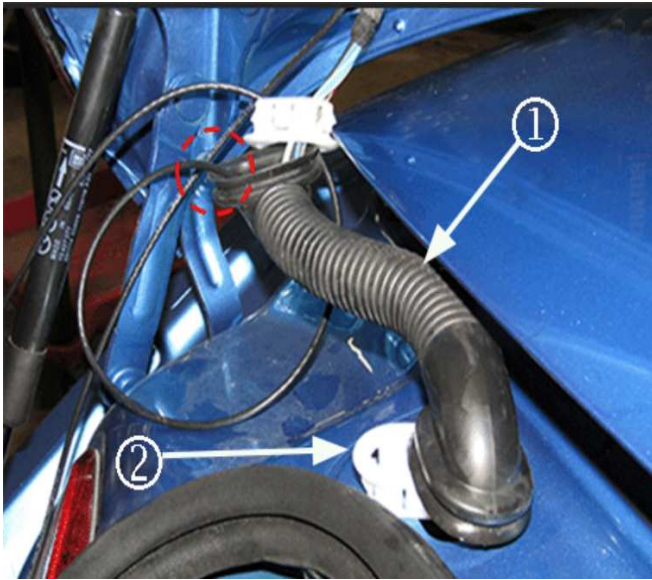
11. Position the communication module antenna end (1) of the antenna jumper cable through the rear compartment grommet (2) and into the small opening (3) of the rear compartment lid, behind the compartment harness. Feed the cable and pull the end of the cable through the larger opening as shown above.



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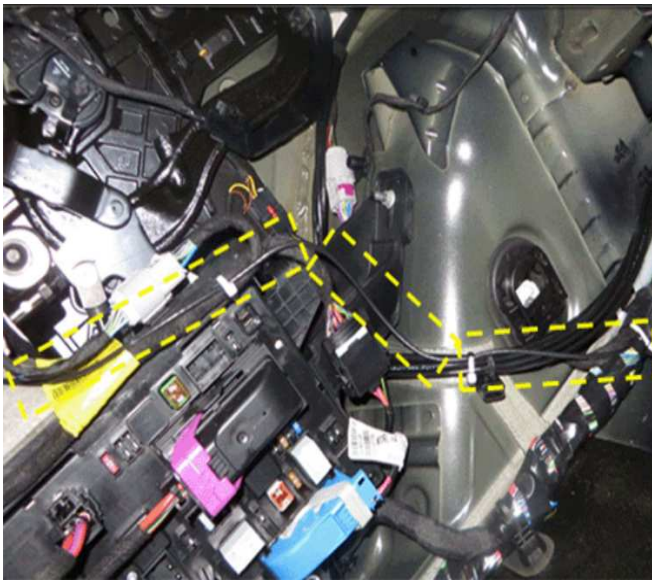
Note: Use additional tie straps as needed. All tie straps referenced are to be obtained locally.

13. Secure the cable to the harness with three tie straps (1) and trim off excess length.



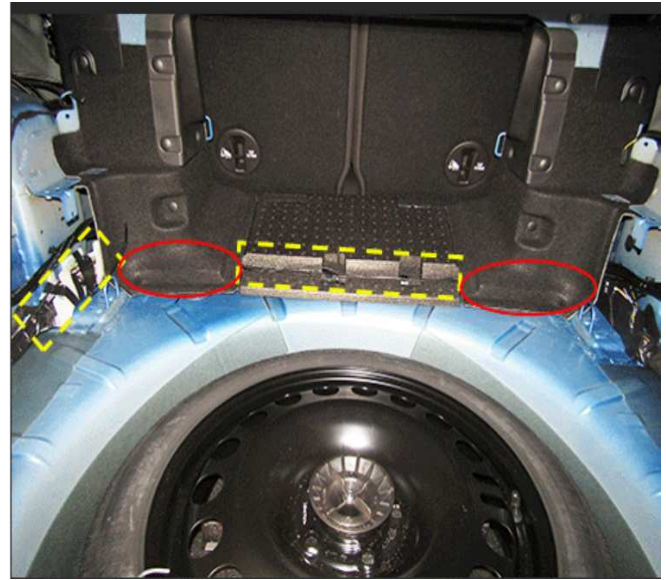
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14. Detach the body side grommet (2) from the compartment lid wiring harness sleeve (1).
15. Feed the radio antenna module end of the jumper cable through the wiring harness sleeve and through the body side grommet.



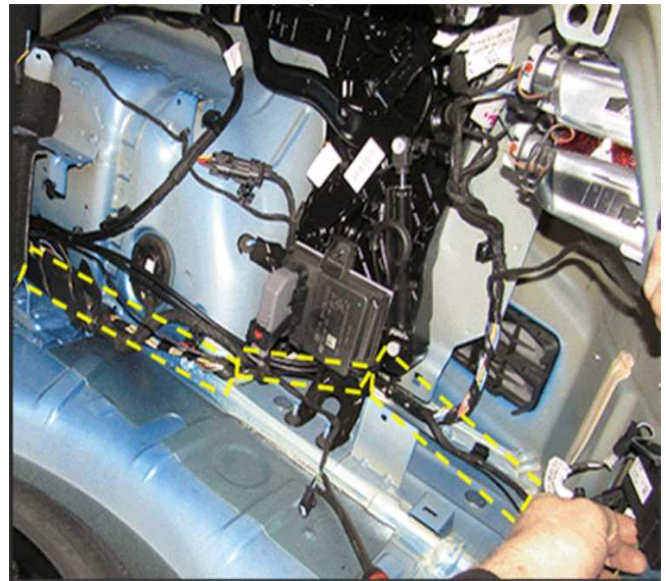
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16. Route the cable into the rear compartment, above the module pack and forward along the left side body harness, as shown in the graphic above.



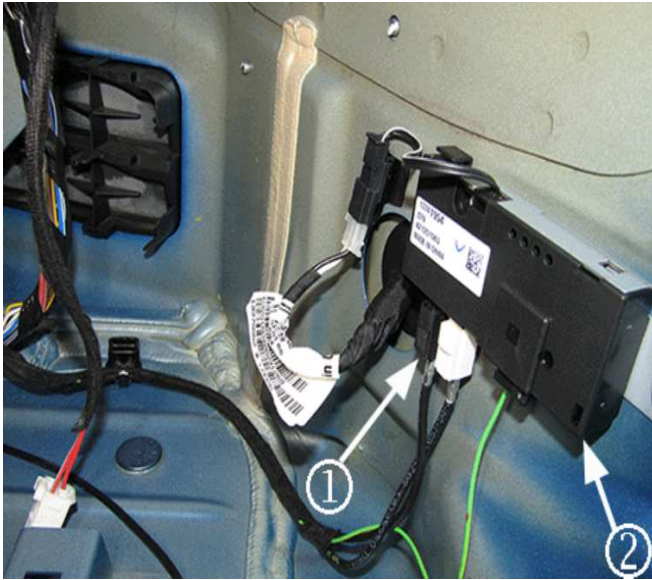
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17. Route the cable inside the plastic corner trays and along the cross-car harness. Tuck the cable underneath the left and right side rear floor panel carpet, in area circled.



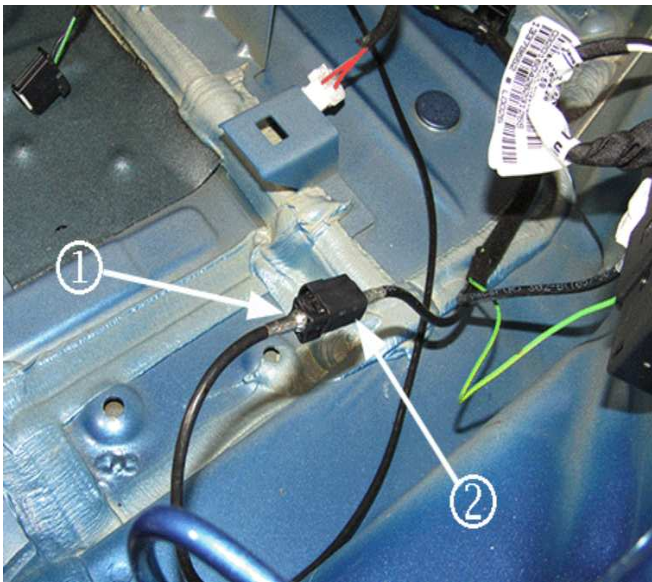
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18. Continue routing the cable along the lower body wiring harness on the right side of the rear compartment.



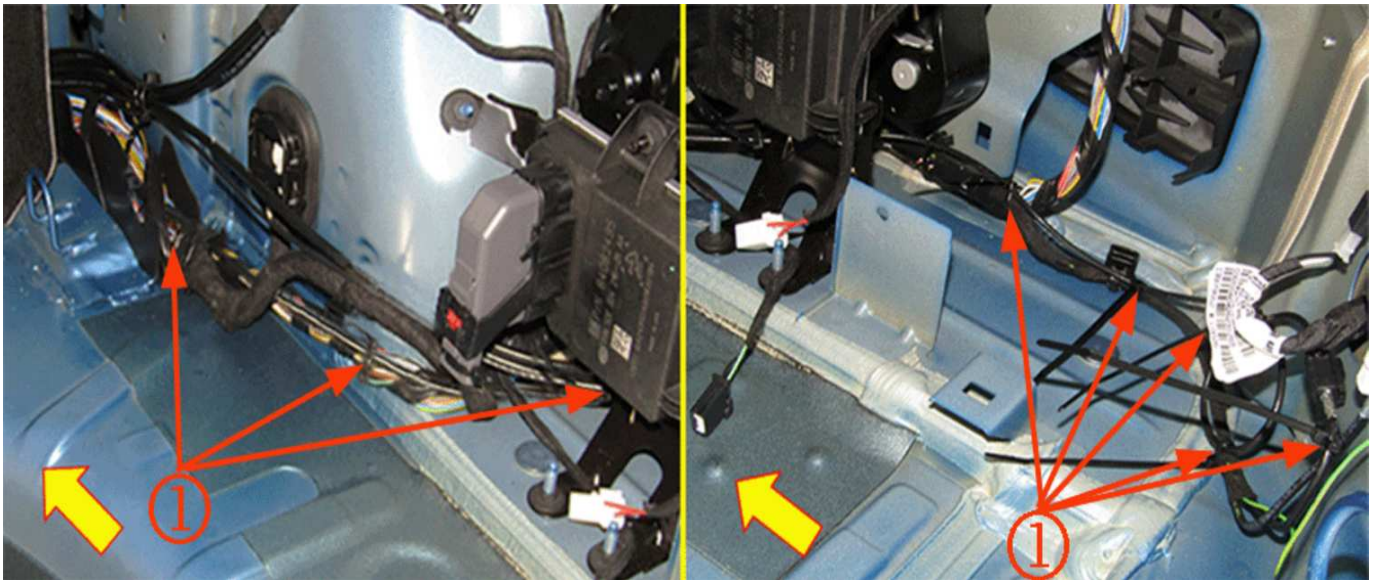
4691967

19. Disconnect the black electrical connector (1) from the radio antenna module (2).



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20. Connect the antenna jumper cable end connector (1) to the black electrical connector (2).
21. Push the cable downward to route under the antenna module.



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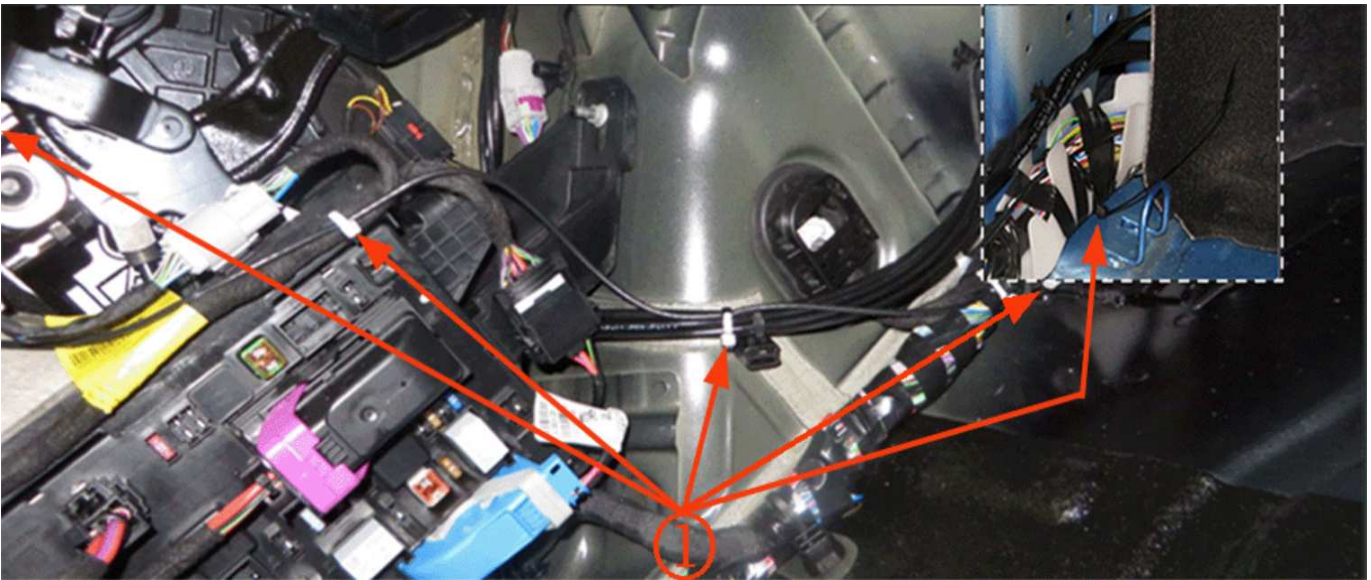
Note: Use additional tie straps as needed.

- 22. Secure the cable to the right body harness with eight tie straps (1) and trim off excess length.



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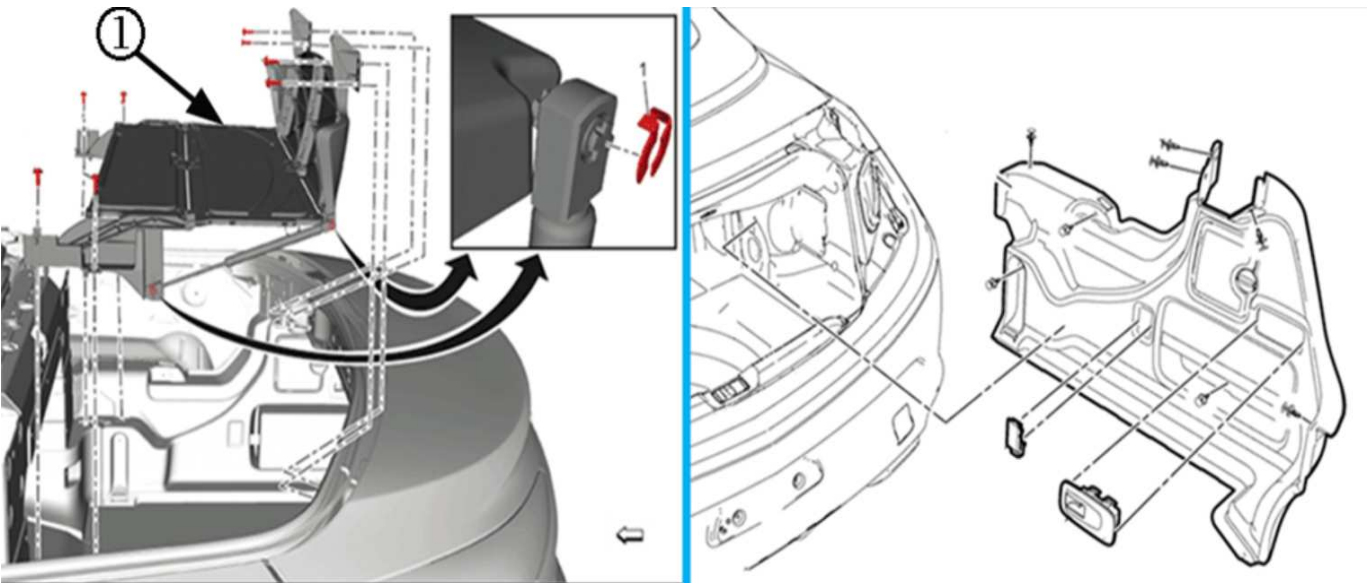
- 23. Secure the forward cross-car routing of the cable with one tie strap (1) and trim off excess length.



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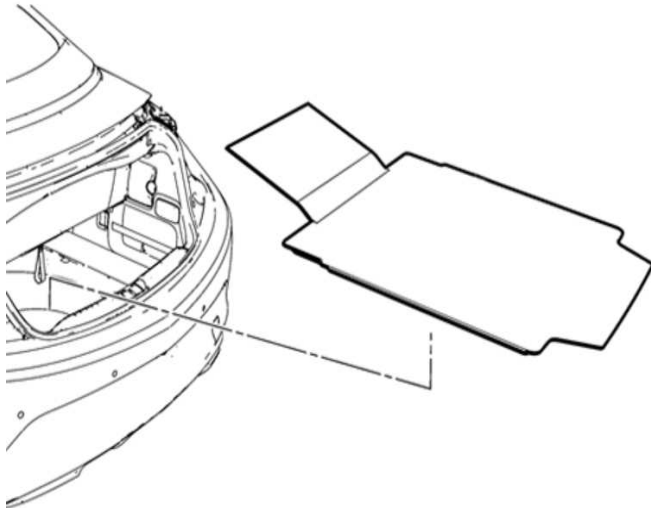
Note: Use additional tie straps as needed.

24. Secure the cable to the left side body harness with five tie straps (1) and trim off excess length.



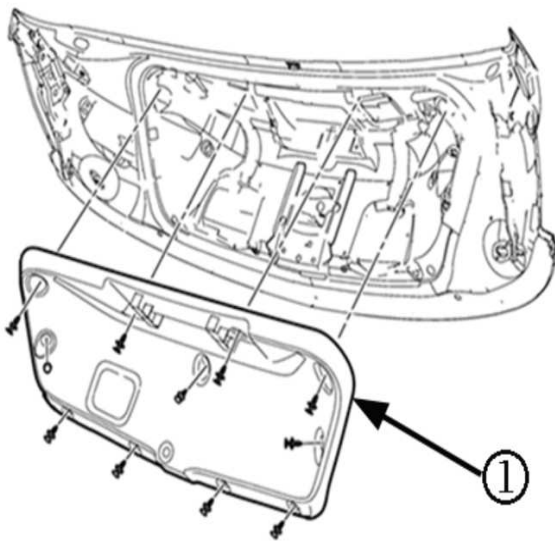
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25. Reinstall the right/left quarter inner trim finish panels and the folding top storage compartment. Refer to *Quarter Inner Trim Finish Panel Replacement - Right/Left Side* in SI.



4691902

- 26. Reinstall the rear compartment floor trim panel. Refer to *Rear Compartment Floor Panel Trim Replacement* in SI.
- 27. Reposition the compartment lid harness sleeve and grommets.

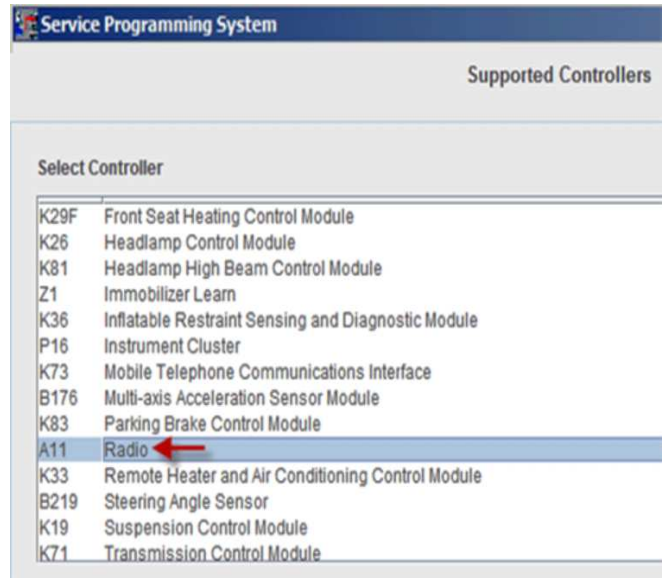


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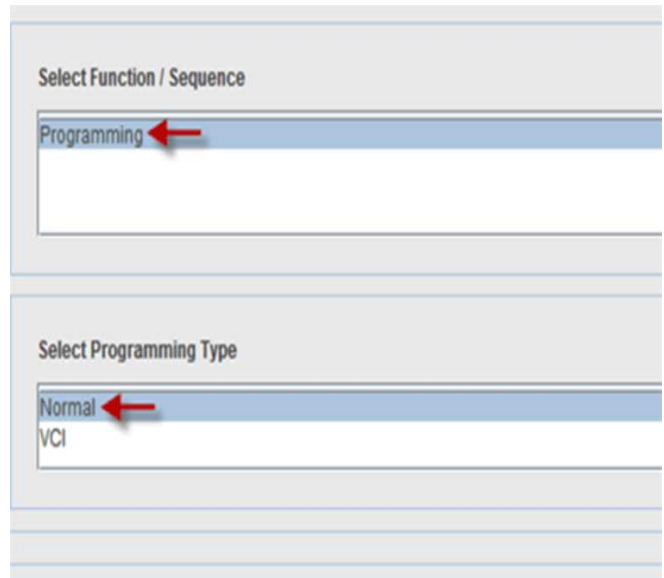
- 28. Reinstall the compartment lid inner trim panel (1). Refer to *Rear Compartment Lid Inner Panel Trim Replacement* in SI.
- 29. Reconnect the battery negative cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

Important: As shown in the string of screen shot illustrations below, the technician must select “**Hex Band Antenna – Use only per bulletin 17-NA-012**” to get the correct calibration files for the Hex Band antenna.

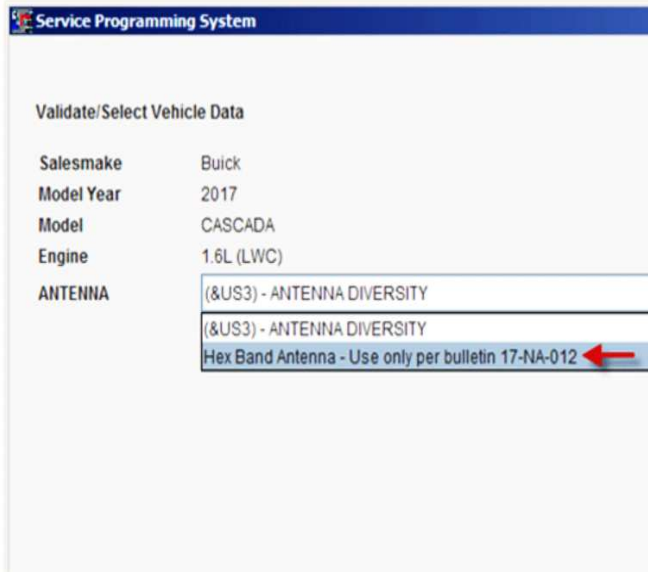
30. Program the radio control module (A11) with SPS.



4691998



4692007



Parts Information

Description	Part Number	Qty
ANTENNA PKG-M/TEL	39083861	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	Paint Code
3480488*	Install Radio Antenna Kit	1.6 hrs	-
Add	Paint and Clear Coat Antenna Base	0.4 hr	GD
*This is a unique Labor Operation for bulletin use only.			

31. Program volatile memory. Refer to *Volatile Memory Programming* in SI.
32. Program all of the customer's radio station presets and set the radio clock to the current time.

Version	2
Modified	Released March 7, 2017 January 16, 2020 – Added the 2018 and 2019 Model Years, updated the Condition and Cause sections and updated the Warranty statement.

