



Service Bulletin

Bulletin No.: 20-NA-115

Date: July, 2020

TECHNICAL

Subject: Poor Remote Keyless Entry (RKE) Fob or Passive Unlocking Range

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2018	2020			All	All
Chevrolet	Suburban Tahoe Models						
GMC	Yukon Models						

Involved Region or Country	North America
Condition	Some customers may comment on poor remote keyless entry (RKE) range (less than 20 feet (6 Meter)). Some customers may comment that the RKE fob must be held next to the driver's door handle before the doors will unlock when passively attempting to unlock the door.
Cause	This may be caused by an internal fault within the Radio Antenna Amplifier.
Correction	If you encounter a vehicle with the above concern complete the following:

Service Procedure

Replace the Radio Antenna Amplifier. Refer to *Radio Antenna Amplifier Replacement* within SI.

Parts Information

Causal Part	Description	Part Number	Qty
X	AMPLIFIER,RDO ANT(LABELED 84693386, 84518146)	84518146	1
X	AMPLIFIER,RDO ANT(LABELED 84693387, 84518147)	84518147	1

Causal Part	Description	Part Number	Qty
X	AMPLIFIER,RDO ANT(LABELED 84693388, 84719670) (ACDelco #84693388)	84301079	1
X	AMPLIFIER,RDO ANT(LABELED 84693389, 84719669)	84301080	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3420600	Radio Antenna Amplifier Replacement	Use Published Labor Operation Time

Version	2
Modified	Released June 04, 2020 Revised July 15, 2020 — Updated Part Numbers.

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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