



Service Bulletin

Bulletin No.: 20-NA-115

Date: November, 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	Old Part Number (For cross reference only)	New Part Number for Repair of Vehicle	Qty
X	AMPLIFIER,RDO ANT	84518146	84693386	1
X	AMPLIFIER,RDO ANT	84518147	84693387	1
X	AMPLIFIER,RDO ANT	84301079, 84719670, 84410863	84693388	1
X	AMPLIFIER,RDO ANT	8430180, 84719669	84693389	1

Important: Do NOT order the part number in the Old Part Numbers Field, only order part numbers from the Part Number Field. The Description Field is for reference only.

Warranty Information

For vehicles repaired under warranty, use:

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

Version	3
Modified	Released June 04, 2020 Revised July 15, 2020 — Updated Part Numbers. Revised November 16, 2020 — Updated Part Information section, added important statement in regards to correct part numbers to order.

