



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** No Audio On Certain XM Radio Channels

**Models:** 2010-2014 GM Passenger Cars & Light-Duty Trucks With XM Radio (RPO U2K)

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

A customer may comment that they have no XM audio on certain channels but XM channel info is displayed.

### Recommendation/Instructions

Dealer technicians will need to complete the following steps.

1. Locate vehicle with a clear view of the southern and western sky while channel 1 is playing audio.
2. Record the XM Radio ID from channel 0 in the vehicle and call XM at US: [www.xmradio.com](http://www.xmradio.com) or 1-800-556-3600 prompt 2, or Canada: 1-877-438-9677 and verify it is the same as what's in the customer's account.
3. Perform Power cycle (defined below).
4. Verify that "no audio" condition still exists (Review all channels 2 through 239, documenting those channels with no audio).
5. Have the XM advisor Deactivate module, and verify that the deactivation is received by the receiver (Channels 0 and 1 should be seen as the only channels available. This could take 5+ minutes).
6. Power cycle (Should still see only channel 0 and channel 1 present after this power cycle).
7. Activate receiver with the SiriusXM programming package appropriate for the capability of the audio system.
8. Wait for at least several minutes. Do not attempt to change from channel 1. For some models, a slight mute in the audio may be heard, then proceed to periodically checking for other channels.
9. Once other channels appear, wait a few more minutes for all channels to load properly, then turn the radio off.
10. Power cycle vehicle.
11. Check for activation (Proceeded with checking ALL available channels for no audio condition).
12. Power cycle vehicle.
13. Recheck for activation (Checked all previously suspect channels written down earlier in step 4).

### Power Cycle Definition:

1. Key out of ignition.
2. Open driver door.
3. Close driver door.
4. Vehicle is keyfob locked.
5. Wait one minute or more for CAN vehicle communication bus to go to sleep/Off (in the 2013 Malibu's example case security LED changes from solid ON to blinking).
6. Keyfob, unlock of vehicle.
7. Open driver door.
8. Close driver door.
9. Key into ignition, start vehicle.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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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