



Service Bulletin

PRELIMINARY INFORMATION

Subject: TAC Part Restriction - XM Digital Radio Receiver

Models: 2015 Buick Enclave
2015 Chevrolet Traverse
2015 GMC Acadia

Condition/Concern

When diagnosing an XM Radio concern, please note that the XM Digital Radio Receiver is currently on restriction and the GM Technical Assistance Center requires diagnostic test results in order to provide part replacement authorization.

Recommendation/Instructions

Prior to calling GM Technical Assistance for part authorization, please follow the steps listed below and record the results:

Before testing these conditions, the vehicle should be outside with a clear path to the sky to verify XM Satellite reception.

1. Does XM show up as a source on the Radio Head Unit and, if so, can XM be selected?
2. If XM can be selected and sourced from the radio head, is Channel 1 audible?
 - If "No XM Signal" is shown on the radio display, please refer to the SI document "Digital Radio Malfunction."
 - If Only Channels 0 and 1 are available, verify that an XM refresh been requested and received from the XM center.
 - If Channels 0 and 1 are not available, check the XM antenna for connection issues and install the XM test antenna and record results.
3. If XM cannot be selected, inspect the 16 pin Power (GMLAN) connector for connection issues on the XM module and check Power, Ground, and GMLAN.
4. Document any XM error messaging shown on the radio's display if present.
5. If XM preset buttons are available, what action occurs when the XM preset is selected?
6. Document all radio related DTC's.
7. Provide detailed information of the specific issue that has been experienced with XM.
8. Record the XM Radio ID from Channel 0.
9. 9. Record the XM Digital Radio Receiver Part Number.

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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