



Service Bulletin

PRELIMINARY INFORMATION

Subject: XM Weather, Traffic, or Travel Link Displaying Dashes, NO DATA or UPDATING Message At Startup

Models: 2006 - 2017 GM Passenger Cars & Light Duty Trucks
with Navigation Radio and XM Radio (RPO U2K, UBS, or U2M)

This PI was superseded to add Travel Link info, websites, and the display of dashes. Please discard PIC4707D.

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

Condition/Concern

A customer may report that at times the XM Traffic, Weather, or Travel Link Fuel or Movie info takes several minutes to update and may read "NO DATA", "UPDATING", or Dashes "-" during that time.

Recommendation/Instructions

Note: Technicians should NOT replace the Radio or DRR unless all of the following has been verified. The XM satellites update from East coast to West coast. They receive Traffic and Weather data from local reporting stations and Travel Link info is obtained through supported websites and then xm sends the updated info to the subscribing XM receivers. This process may take up to 24 minutes. If the vehicle is started and misses the update for its area, the unit must wait for the next update to come around. During this time the display may display "DASHES", "NO DATA" or "UPDATING" for some or all of the traffic or weather fields until the information populates. If the vehicle is a 2008 model it must also be within a 20 mile radius of a weather station to receive the update. On 2009 mode, c if the customer has a 2008 model with the latest radio software update, the range to a weather station is increased to 100 miles. If the system has not started receiving the Traffic, weather, or Travel Link info update within 30 minutes, the technician should test for full operation of the XM band. The system should receive all XM channels. Technicians should also verify that the customer has not turned off the XM NavTraffic® in the user settings of the NAV radio. Once this has been verified and there is no change, contact XM customer assistance to review the account status and verify that the XM Traffic or Travel Link option has been enabled and is available in your area:

- US: 1-800-556-3600 or www.siriusxm.com
- Canada: 1-877-438-9677 or www.siriusxm.ca

Note: XM Traffic and XM local forecast is limited to certain coverage area's. Visit sites noted above for coverage and coverage map info.

Must have active subscriptions for services to be provided. Not all vehicles have the Traffic, Travel Link, and Local Forecast options. Please reference the vehicles Owner's Manual and GM VIS to check vehicle options or visit websites listed above.

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.

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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