



Service Bulletin

PRELIMINARY INFORMATION

Subject: Intermittent No XM Audio Or No Signal

Model:	Model Year:		VIN:		Engine:	Transmission:
	from	to	from	to		
Camaro, Cruze, Malibu, Silverado, Spark	2016	2017	All	All	All	All
Sierra	2016	2017	All	All	All	All
Acadia	2017	2017	All	All	All	All

Involved Region or Country	North America and
Additional RPO/s:	Equipped with Radio RPO IOA or IOB
Condition	<p>A customer may report any of the failure modes listed below while on XM band.</p> <p>Failure Modes:</p> <ol style="list-style-type: none"> 1. XM Audio not present for an entire ignition cycle after key up. 2. XM Audio not present for up to 10 minutes. Audio returns on its own after the no audio period. 3. XM Audio cuts in and out constantly for the entire ignition cycle. <p>Note: A "No XM Signal Message" may also be displayed while the concern is present. Also, once the customer loses XM audio, the station may or may not stay locked on whatever station it was on and they will lose station info.</p>
Cause	Engineering is aware of this concern and is working on a solution. Until a fix is in place, please advise the customer to cycle the ignition off and wait 2 minutes. Turn the ignition back on and the XM audio should return. If the concern is still present, repeat the ignition cycle procedure again.

Warranty Information

Labor Operation	Description	Labor Time
3480388*	XM Radio Diagnosis and Ignition Cycle	0.2 hr

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Version	1
Modified	

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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