



Service Bulletin

INFORMATION

Subject: TAC Part Restriction - XM Digital Radio Receiver

Models: 2015 - 2016 Buick Enclave
2015 - 2016 Chevrolet Traverse
2015 - 2016 GMC Acadia

This PI was superseded to edit step three suggestions, add keywords, and add the 2016 model year. Please discard PIT5413A.

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 as a source, remove power from the XM module by disconnecting the 16 pin (GMLAN) connector OR remove the appropriate fuse for the Digital Radio Receiver Control Module for five (5) minutes
 - If functionality returns and remains after the initial power cycle, no repairs are necessary but it is requested that you submit a product report to report these results by following the latest version of 02-00-89-002 and be sure to reference this PI number in the product report as well.
 - If the initial power cycle temporarily corrects the concern but the concern returns, please contact GM technical assistance to report these results.
 - If power cycle results in no change, inspect the 16 pin Power (GMLAN) connector for connection issues on the XM module and document Battery positive voltage, Low Speed GMLAN serial data voltage, and continuity to ground on the ground circuit at the XM module.
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. 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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