



Preliminary Information

PIC5959C Missing Channels or No Audio On Certain XM Radio Channels

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
All	All	2010 - 2017	All	All	All	All

Supersession Statement

This PI was superseded to update Model Years. Please discard PIC5959B.

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 are missing certain XM channels. Or, they have no XM audio on certain channels, but XM channel info is displayed.

Recommendations / 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 or 1-800-556-3600 prompt 2 or Canada: 1-877-438-9677 and verify the customer's account is properly setup for the customer and has active XM service for the vehicle. Note: For concerns with missing channels, it is necessary to verify channel status with XM (some channels may be moved or deleted by XM and some are package specific or are listed as Online listening only).
3. Perform an Ignition/RAP Power cycle (see process below).
4. Verify that "no audio" or "missing channels" condition still exists (Review all channels and documenting those channels that are missing or have no audio).
5. Call XM again and request the XM advisor to deactivate the service. From there, verify that the deactivation was received by the receiver by verifying they only have Channels 0 and 1 available. This process could take 5+ minutes.
6. Perform an Ignition/RAP Power cycle (see process below) (Should still see only channel 0 and channel 1 present after this power cycle).
7. Call XM and Activate the receiver with the SiriusXM programming package appropriate for the capability of the audio system.
8. The activation can take up to 30 minutes to complete. Do not attempt to change from channel 1 until the XM advisor says it is ok to change channels. (Note: A slight mute in the audio may be heard on some models during the activation).
9. Once other channels appear, wait a few more minutes for all channels to load properly, then turn the radio off.
10. Perform an Ignition/RAP Power cycle (see process below)
11. Check activation status (Proceeded with checking ALL available channels for no audio condition).
12. Power cycle vehicle.
13. Recheck activation status (Checked all previously suspect channels written down earlier in step 4).

Note: If the concern is still present after following the previous steps. It may be necessary to perform a 24hr deactivation and then reactivate to resolve.

Ignition/RAP Power cycle Definition:

1. Key out of ignition.
2. Open driver door.
3. Close driver door.
4. Vehicle is key fob 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. Key fob, 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.

