



Preliminary Information

PIC6221A Intermittent No XM Audio Or No Signal

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Camaro	2016	All	All	All	All
Chevrolet	Cruze	2016	All	All	All	All
Chevrolet	Malibu	2016	All	All	All	All
Chevrolet	Spark	2016	All	All	All	All
Chevrolet	Silverado	2016	All	All	All	All
GMC	Sierra	2016	All	All	All	All
Involved Region or Country:		North America				
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 History

Version	2
Modified	6/26/2017 – Updated Model Years.

