



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-356

Date: December, 2017

TECHNICAL

Subject: Audio Muting When Listening to Some Sirius XM Channels Due to Interference in Some Geographic Locations

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick Cadillac Chevrolet GMC	GM Passenger Cars and Trucks	2009	2018			All	All

Involved Region or Country	North America
Additional Options (RPO)	Equipped with Sirius XM Radio
Condition	Some customers may comment on the audio muting when listening to some Sirius XM channels, but if they change channels they will find others that experience normal audio. They may also comment that the concern appears to happen in some geographic locations but not others. If they experience this concern, they should continue to listen to the currently tuned channel and observe if the condition clears after approximately 1.6 km (1 mile).
Cause	This may be the result of interference from transmitting sources outside of Sirius XM's frequency range.

Correction

If you encounter a vehicle with the above concern, check the vehicle for any codes and repair them as necessary.

If no codes are present and the customer is experiencing muting at the dealer's location, compare the Sirius XM audio performance with another like vehicle (same year, model, radio RPO) while parked side by side with a clear view of the sky and tuning to several of the same Sirius XM stations. This comparison is very critical to ensure that unnecessary repairs are not made to the vehicle.

If the like vehicle does not experience a loss of Sirius XM audio during this side by side comparison, it is unlikely that the customer's concern is a result of interference described above so the technician should follow SI diagnostics and repair as necessary.

If the like vehicle exhibits the same concern as the customer's vehicle during this comparison, no repairs should be performed at this time because it is most likely a result of interference from transmitting sources outside of Sirius XM's frequency range. Interference from these sources tend to affect certain channels and vehicles more than others. GM, Sirius XM, and a third-party are working to understand these sources and locations. Sirius XM and the third party are currently working together to review XM and GM warranty data to determine the areas with the highest concentration of complaints so those cell towers can be fine-tuned in order to reduce the cell tower interference. In some geographic locations, this concern has been reported to last less than one month. Once this third-party transmitting source was eliminated in that geographic location, normal XM audio was restored.

If this concern is encountered, please document the location of the muting event and direction of travel from the customer, then contact the SiriusXM Dealer Support team at 855-754-6271 to report this information.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2881148*	Sirius XM Audio Evaluation and Scan for Codes	0.4 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	November 30, 2017 – Added the 2018 Model Year and updated the Correction section.

