



# Service Bulletin

File in Section: -

Bulletin No.: 18-NA-134

Date: May, 2018

## 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     | Enclave               | 2018        | 2018 | SOP  | Feb. 1, 2018 | All     | All           |
|           | Encore                |             |      |      |              |         |               |
|           | Envision              |             |      |      |              |         |               |
|           | Lacrosse              |             |      |      |              |         |               |
|           | Regal                 |             |      |      |              |         |               |
| Cadillac  | Escalade Models       |             |      |      |              |         |               |
|           | XT5                   |             |      |      |              |         |               |
| Chevrolet | Camaro                |             |      |      |              |         |               |
|           | Colorado              |             |      |      |              |         |               |
|           | Corvette              |             |      |      |              |         |               |
|           | Cruze (GenII - VIN B) |             |      |      |              |         |               |
|           | Equinox               |             |      |      |              |         |               |
|           | Impala                |             |      |      |              |         |               |
|           | Malibu                |             |      |      |              |         |               |
|           | Silverado Models      |             |      |      |              |         |               |
|           | Suburban Models       |             |      |      |              |         |               |
|           | Tahoe Models          |             |      |      |              |         |               |
|           | Traverse              |             |      |      |              |         |               |
| Volt      |                       |             |      |      |              |         |               |
| GMC       | Acadia Models         |             |      |      |              |         |               |
|           | Canyon                |             |      |      |              |         |               |
|           | Sierra Models         |             |      |      |              |         |               |
|           | Terrain               |             |      |      |              |         |               |
|           | Yukon Models          |             |      |      |              |         |               |

|                                   |  |
|-----------------------------------|--|
| <b>Involved Region or Country</b> | North America  |
| <b>Additional Options (RPO)</b>   | IO5, IO6   |
| <b>Condition</b>                  | 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).  |
| <b>Cause</b>                      | This may be the result of interference from transmitting sources outside of Sirius XM's frequency range.   |
| <b>Correction</b>                 | <p>If you encounter a vehicle with the above concern, answer the following questions to ensure that this bulletin applies:</p> <ul style="list-style-type: none"> <li>• Are any related Diagnostic Trouble Codes (DTCs) present?</li> <li>• Is AM/FM reception lost in the same location as well?</li> <li>• Do all XM stations lose audio during the concern?</li> <li>• Is there anything preventing a clear view of the sky when this is happening (trees, bridges, tall buildings, etc.) that could be interfering with the XM signal?</li> <li>• Is there any sign of a water leak below the antenna area (ie. Headliner or sun visor)?</li> <li>• Does this concern happen all of the time regardless of the geographic location?</li> </ul> <p>If the answer to ANY question above is YES, this bulletin does not apply so normal diagnosis should be followed instead.</p> <p>If the concern is occurring as a result of trees, bridges, overpasses, etc., this bulletin does not apply and will not help with the concern.</p> <p>If the answer to ALL of the questions above is NO, use the GDS2 scan tool to determine the radio part number in the vehicle by following this path:</p> <ul style="list-style-type: none"> <li>• build vehicle</li> <li>• module diagnostics</li> <li>• radio</li> <li>• identification information</li> <li>• end model part number parameter</li> </ul> <p>⇒ If the first four digits of the radio part number is 8435 or lower, replace the radio.</p> <p>⇒ If the first four digits of the radio part number is 8436 or greater, this bulletin does not apply so normal diagnosis should be followed instead.</p> |

## Parts Information

**Note:** Refer to the GM Electronic Parts Catalog (EPC) with vehicle identification number (VIN) to determine the latest part number for the radio receiver listed. Replacement radio part numbers that start with 8436 or greater contain enhancements to reduce the XM muting instances described above.

| Causal Part | Description     | Part Number  | Qty |
|-------------|-----------------|--------------|-----|
| x           | RADIO, RECEIVER | Refer to EPC | 1   |

## 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                              |
|-----------------|-------------------|---|
| 3420840         | Radio Replacement | Use the Published Labor Operations Time |

|                 |                         |
|-----------------|-------------------------|
| <b>Version</b>  | 1                       |
| <b>Modified</b> | Released April 26, 2018 |

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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