



# Service Bulletin

Bulletin No.: 19-NA-081

Date: July, 2019

## TECHNICAL

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

**Attention:** This Bulletin replaces Bulletin 16-NA-356. Please discard 16-NA-356.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave*	2013	2017	All	All	All	All
	Encore	2017	2017				
	Envision	2016	2017				
	LaCrosse	2014	2017				
	Regal	2014	2017				
	Verano	2016	2017				
Cadillac	ATS	2013	2017				
	CT6	2016	2017				
	CTS	2014	2017				
	ELR	2015	2016				
	Escalade	2015	2017				
	Escalade ESV	2015	2017				
	SRX	2013	2016				
	XT5	2017	2017				
XTS	2013	2017					
Chevrolet	Camaro	2016	2017				
	Colorado	2015	2017				
	Corvette	2015	2017				
	Cruze	2016	2017				
	Impala	2014	2017				
	Malibu	2016	2017				
	Silverado	2014	2017				
	Suburban	2015	2017				
	Tahoe	2015	2017				
	Traverse*	2013	2017				
	Volt	2016	2017				
GMC	Acadia*	2013	2017				
	Canyon	2015	2017				
	Sierra	2014	2017				
	Yukon	2015	2016				

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPOs)</b>	ONLY with Infotainment System RPOs IO3, IO4, IO5, IO6 or UI2, UI4, UI5, UI6, UI7, UI8 (UIX programs designated above with *) Also equipped with SiriusXM Satellite Radio (RPO U2K)
<b>Condition</b>	Some customers may comment on the audio muting when listening to some SiriusXM 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>	The cause of the condition may be the result of interference from transmitting sources outside of SiriusXM's frequency range.
<b>Correction</b>	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, perform the following Service Procedure steps.

## Service Procedure

**Note:** The following steps are intended to be performed in an area where muting is or has been experienced.

1. Tune to SXM Channel 1.
2. Note if muting is experienced or not experienced.
3. Tune to SXM Channel 2.
4. Note if muting is experienced or not experienced.
  - If both channels experience muting, the SXM filter is most likely not an appropriate correction for the condition. It is unlikely that the customer's concern is a result of the interference described above. The technician should follow SI diagnostics and repair as necessary.
  - If channel 1 is not muting and channel 2 is muting, there is most likely interference from transmitting sources outside of SXM's frequency range. The SXM filter is most likely an appropriate correction for the condition.  
Install the SXM filter inline between the coaxial antenna connection at the back of the radio (or radio tuner) and coaxial cable connector.

**Note:** If adding SXM filter, follow the *Radio Replacement* in SI to get to the coaxial.

## Parts Information

Causal Part	Description	Part Number	Qty
	SXM Filter	84601829	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
3486868*	Buick Enclave Install SXM Filter	0.6 hr
	Buick Encore Install SXM Filter	0.6 hr
	Buick Envision Install SXM Filter	0.7 hr
	Buick LaCrosse 2014-2016 Install SXM Filter	0.4 hr
	Buick LaCrosse 2017 Install SXM Filter	0.9 hr
	Buick Regal Install SXM Filter	0.4 hr
	Buick Verano Install SXM Filter	0.4 hr
	Cadillac ATS Install SXM Filter	0.5 hr
	Cadillac CT6 Install SXM Filter	0.8 hr
	Cadillac CTS Install SXM Filter	1.0 hr
	Cadillac ELR Install SXM Filter	1.3 hrs
	Cadillac Escalade Install SXM Filter	1.0 hr
	Cadillac Escalade ESV Install SXM Filter	1.0 hr
	Cadillac SRX Install SXM Filter	0.9 hr
	Cadillac XT5 Install SXM Filter	1.5 hrs
Cadillac XTS Install SXM Filter	0.6 hr	

Labor Operation	Description	Labor Time
	Chevrolet Camaro Install SXM Filter	0.6 hr
	Chevrolet Colorado Install SXM Filter	0.6 hr
	Chevrolet Corvette Install SXM Filter	1.6 hrs
	Chevrolet Cruze Install SXM Filter	0.4 hr
	Chevrolet Impala Install SXM Filter	1.6 hrs
	Chevrolet Malibu Install SXM Filter	0.4 hr
	Chevrolet Silverado Install SXM Filter	0.5 hr
	Chevrolet Suburban Install SXM Filter	1.0 hr
	Chevrolet Tahoe Install SXM Filter	1.0 hr
	Chevrolet Traverse Install SXM Filter	0.6 hr
	Chevrolet Volt Install SXM Filter	1.4 hrs
	GMC Acadia Install SXM Filter	0.6 hr
	GMC Canyon Install SXM Filter	0.6 hr
	GMC Sierra Install SXM Filter	0.5 hr
	GMC Yukon Install SXM Filter	1.0 hr
*This is a unique Labor Operation for Bulletin use only.		

<b>Version</b>	2
<b>Modified</b>	Released April 16, 2019 July 12, 2019 – Added an Attention statement.

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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