



## Preliminary Information

### PIT5737B Loss of Sirius XM Audio Until XM Channel Change

#### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Enclave	2020	All	All	All	All
Buick	Encore	2020	All	All	All	All
Cadillac	XT4	2020	All	All	All	All
Cadillac	XT5	2020	All	All	All	All
Cadillac	XT6	2020	All	All	All	All
Chevrolet	Blazer	2020	All	All	All	All
Chevrolet	Camaro	2020	All	All	All	All
Chevrolet	Silverado	2020	All	All	All	All
Chevrolet	Traverse	2020	All	All	All	All
GMC	Acadia	2020	All	All	All	All
GMC	Sierra	2020	All	All	All	All

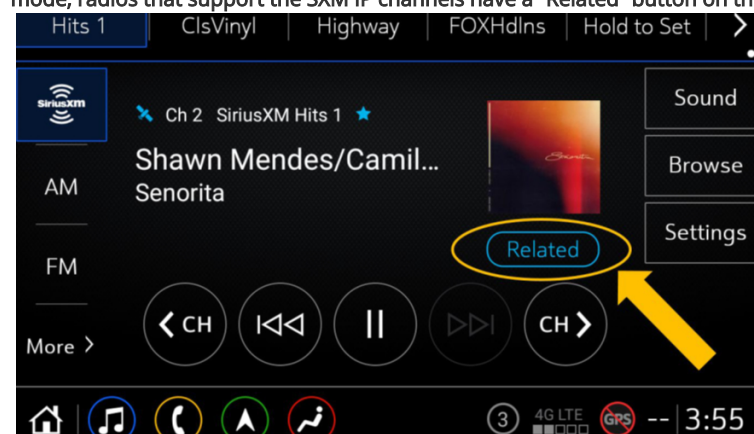
Involved Region or Country	North America
Additional Options (RPO)	IOS, IOT, or IOU with U2K
Condition	Certain vehicles built with a radio that supports Sirius XM (SXM) new 360L experience which includes both satellite (SAT) and internet (IP) channels may briefly play SXM audio for up to 3 seconds then lose SXM audio. This condition may happen at startup or when switching from another audio source to SXM. Sirius XM audio can be restored by switching to any other SXM channel and will remain functional for the remainder of the drive cycle.
Cause	This may be caused by a Sirius XM software anomaly related to Sirius XM service plans that do not include SXM's internet services (example: Mostly Music service plan).

#### Correction:

Contact Sirius XM Dealer Support team for assistance.

#### Service Procedure

To visually identify if the radio may be involved, switch to the Audio page and select SXM as the Source and look for the "Related" button. When in SXM mode, radios that support the SXM IP channels have a "Related" button on the screen.



1. When changing to SXM from another source (AM, FM, etc.) audio will play for a few seconds and stop. It will not return until the user changes to another SXM channel. This happens 100% of the time when mode changes to SXM are made.
2. Additionally, it was found that if in SXM mode when the vehicle is turned off, on the next power up into SXM mode, the same issue will occur (audio will stop after 2-3 seconds forcing the user to tune away and back).

Specifically, the issues listed are only seen when customers have elected to purchase a SXM service plan that does not include SXM's internet services (example: Mostly Music service plan).

**Note: Do NOT replace parts for these conditions.**

**Sirius XM can assist in resolving the issue. Sirius XM is making a change in their system that can help these affected radios. Please call the SXM Dealer Support team using one of the phone numbers below:**

**Important: Canada dealers cannot call on behalf of their customers. Due to Sirius XM customer privacy policies specific to Canada, a customer's account cannot be discussed with a technician.**

**Canada dealers: Due to Sirius XM Customer Privacy policies please provide a copy of this document to the customer and direct them to call Sirius XM Technical Support at (888) 539-7474 and request the SXM agent refer to article number 1734.**

**United States dealers: (800) 852-9696. Request the SXM agent refer to article number ASC# 9537.**

**This will directly reference this issue in their system and allow the Sirius XM team to discuss next steps.**

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
3487038	Contact Sirius XM Dealer Support	0.3
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	3
Modified	04/02/2020 - Created on. 05/14/2020 - Updated to add Canada contact info 07/09/2020 - Updated to add Canada handling info



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