



## Preliminary Information

### PIT5791 Radio Displays Message: Sirius XM Connection Unavailable - Please Call OnStar Agent

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Enclave	2021	All	All	All	All
Buick	Encore	2021	All	All	All	All
Buick	Envision	2021	All	All	All	All
Cadillac	CT4	2021	All	All	All	All
Cadillac	CT5	2021	All	All	All	All
Cadillac	Escalade	2021	All	All	All	All
Cadillac	Escalade ESV	2021	All	All	All	All
Cadillac	XT4	2021	All	All	All	All
Cadillac	XT5	2021	All	All	All	All
Cadillac	XT6	2021	All	All	All	All
Chevrolet	Blazer	2021	All	All	All	All
Chevrolet	Camaro	2021	All	All	All	All
Chevrolet	Malibu	2021	All	All	All	All
Chevrolet	Silverado	2021	All	All	All	All
Chevrolet	Suburban	2021	All	All	All	All
Chevrolet	Tahoe	2021	All	All	All	All
Chevrolet	Trailblazer	2021	All	All	All	All
Chevrolet	Traverse	2021	All	All	All	All
GMC	Acadia	2021	All	All	All	All
GMC	Sierra	2021	All	All	All	All
GMC	Yukon	2021	All	All	All	All
GMC	Yukon XL	2021	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	Equipped with Sirius XM (U2K) and Infotainment system (IOS, IOU, IOT, or IOV)
Condition	Some customers may comment that the radio displays a message "Connection Unavailable, Please call OnStar Agent." While this message is intended to alert the user to reasons for a reduced Sirius XM experience, it could display while listening to other audio sources such as AM, FM, etc.
Cause	This message may be caused by no OnStar connectivity. One reason that a lack of OnStar connectivity might occur is when a customer has not accepted, or has declined, the OnStar Terms and Conditions. This is an inherent operation of the system's design because the Sirius XM 360L feature requires a cellular connection through OnStar. However, it was not intended to have this message display unless Sirius XM was selected as the audio source.

**Correction:**

Do not attempt to repair this condition if the customer has not accepted OnStar Terms and Conditions. Engineering is working on a software solution that will prevent the message from displaying when listening to non-SXM sources, but still allow the message to display when a loss of connectivity exists and the user is attempting to play Sirius XM.

**Service Procedure**

1. Determine whether the customer has accepted OnStar Terms and Conditions (T&Cs) by inspecting the status of the OnStar indicator LED. If it is off, the system may be deactivated, press the OnStar call button once to confirm the introduction plays.

A. If OnStar T&Cs have not been accepted: STOP, make no repair attempts at this time. The customer must review the OnStar T&Cs and make their own decision as to whether they choose to accept them. If they wish to leave the T&Cs declined, then it is normal for this message to display because this system requires connectivity to function fully.

B. If OnStar T&Cs have been accepted, then this PI does not apply. Refer to standard diagnostics to identify the cause for a loss of connectivity.

2. Advise the customer that it is normal for this message to be displayed when there is a lack of connectivity, but that it should only display when attempting to use the Sirius XM app in the radio.

**Important: The software solution will NOT turn off the message completely. It will only change when the message is displayed.**

Engineering is working on a software solution that will only allow the message to display when a loss of connectivity exists and the user is attempting to play Sirius XM.

This software is expected to be released to service in the second quarter of 2021.

This PI will be updated when a software solution becomes available.

#### 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
3487168	Verify status of OnStar Terms and Conditions	0.3 Hr.
*This is a unique Labor Operation for Bulletin use only.		

#### Version History

Version	1
Modified	11/05/2020 - Created on.



GENERAL MOTORS

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