



Preliminary Information

PIT5794 Loss of Sirius XM, XM Tuner Unavailable, Or No AM/FM Audio Immediately Following Radio Replacement

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	XT4	2019	All	All	All	All
Chevrolet	Blazer	2019	All	All	All	All
Chevrolet	Camaro	2019	All	All	All	All
Chevrolet	Silverado	2019	All	All	All	All
Chevrolet	Volt	2019	All	All	All	All
Chevrolet	Malibu	2019 - 2020	All	All	All	All
Chevrolet	Colorado	2019 - 2021	All	All	All	All
Chevrolet	Equinox	2019 - 2021	All	All	All	All
GMC	Sierra	2019	All	All	All	All
GMC	Canyon	2019 - 2021	All	All	All	All
GMC	Terrain	2019 - 2021	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	Equipped with Sirius XM (U2K) and Infotainment (IOS or IOU)
Condition	<p>A technician may comment that immediately after installing radio part number 84837229 for any reason, the following symptoms were identified:</p> <ul style="list-style-type: none"> • No Sirius XM radio ID displayed • No Sirius XM radio ID on the label of the replacement radio • The Sirius XM coax cable won't connect to the replacement radio, or won't connect in the same location as it came from on the original radio • Sirius XM inoperative • Radio displays XM Tuner Unavailable • No AM/FM audio (may not occur on all build configurations) • Chime volume changes when attempting to adjust radio volume
Cause	A parts application error caused a European market radio PN 84837229 to be available for order in North America.

Correction:

Do not use the GME PN 84837229. Return it to the ESC and obtain the correct radio PN for the vehicle being serviced.

GM engineering has identified the error and made corrections.

All North America Electronic Service Centers have been advised not to ship PN 84837229 to U.S. and Canada dealers.

Version History

Version	1
Modified	11/12/2020 - Created on.



© 2020 General Motors. All Rights Reserved.