



Preliminary Information

PIC6402B Radio Favorites Grayed Out - Favorite Unavailable - or Long Radio Start Delay After 22.9 Software Installed per 19-NA-249

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Regal	2018 - 2020	All	All	All	All
Cadillac	ATS	2018 - 2019	All	All	All	All
Cadillac	CTS	2018 - 2019	All	All	All	All
Cadillac	XTS	2018 - 2019	All	All	All	All
GMC	Terrain	2018	All	All	All	All

Involved Region or Country	North America
Additional RPO	IOS, IOU, IOT
Condition:	In very rare occurrences, a customer may comment that Sirius XM Favorites continue to gray out after radio software version 22.9 was installed to correct that condition per TSB 19-NA-249 . Some customers may also comment that in addition to grayed Sirius XM Favorites persisting; the radio displays "Favorite Unavailable" when selecting a grayed Favorite, or there is a long delay at startup, or the radio displays "XM Tuner Initializing" or "Tuner Unavailable" messages briefly, or that changing Audio sources is not available during this startup event. Changing to other modes such as; Navigation, Climate Control, or Phone, etc. still function. The radio may still be playing audio when this is occurring.
Cause:	Software anomalies may cause this concern

Correction:

Engineering has identified the cause of this greyed out Sirius XM Favorites concern and is working on updated software to remedy the condition. Due to the COVID-19 pandemic, the development of this solution has been delayed until such time that engineers are allowed to return to work. Because we are unable to predict when that might happen, no estimated release time is available. Please continue to utilize the process steps below as that can provide relief in certain instances.

The following steps may correct the condition or, at a minimum, reduce the frequency of occurrence.

Service Procedure

Caution: If the radio software update is necessary, it is critical to ensure doors remain latched closed during the USB programming event.

1. Verify the radio software version. If the radio is not on software version 22.9 then this bulletin does not apply. A radio software update may be necessary. Refer to A11 Radio: Programming and Setup in SI to update the software via USB and re-evaluate the condition.

2. Perform the following steps. Proceed to the next step until the condition is improved:

- Perform a Sirius XM Signal Refresh via: https://care.siriusxm.com/retailrefresh_view.action#/refreshradio
- Re-evaluate Favorites operation.

Note: After deleting and resaving Favorites, it may take several seconds (depending on number of stored Favorites) for the Tuner to initialize before Favorites are not gray. The following steps must be done for all User Profiles, including Guest.

3. If the SXM signal refresh did not work, record every Favorite then try deleting all Favorites. This must be done for all User Profiles, including Guest. There are three methods of deleting Favorites, all three should be attempted if the previous method did not solve the issue:

- Rewrite/resave the Favorite -
- Direct tune to another SXM station (not the current Favorite channel) and save a different SXM station over the old one.
- After all Favorites are rewritten, turn the ignition off and disable retained accessory power (RAP) for 3+ minutes.
- Turn ignition on and save Favorites.
- Turn ignition off and disable RAP again for 3+ minutes.
- Turn Ignition on and re-evaluate. It may take several seconds (depending on number of stored Favorites) for the Tuner to initialize before Favorites are not gray.

4. Delete Favorites individually -

- Go into Settings > Apps tab > Audio > Manage Favorites to individually delete every Favorite.
- After all are deleted turn the ignition off and disable RAP for 3+ minutes.
- Turn ignition on and save Favorites.
- Turn ignition off and disable RAP again for 3+ minutes.
- Turn Ignition on and re-evaluate. It may take several seconds (depending on number of stored Favorites) for the Tuner to initialize before Favorites are not gray.

5. Return to Factory Defaults, reset all three options.

- After all options are reset, turn the ignition off and disable RAP for 3+ minutes.
- Turn ignition on and save Favorites.
- Turn ignition off and disable RAP again for 3+ minutes.
- Turn Ignition on and re-evaluate. It may take several seconds (depending on number of stored Favorites) for the Tuner to initialize before Favorites are not gray.

6. Important: If more than 25 SXM Favorites are stored in any User Profile, suggest that the customer use less than 25 SXM Favorites for now. Engineering has determined that greater than 25 saved SXM favorites may cause this condition to occur more frequently. This is a temporary mitigating step to lessen the likelihood of experiencing the condition until the permanent correction is released.

This PI will be replaced with a service bulletin once a permanent correction is released.

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
3486988	Greyed SXM Favorites after 22.9 installed	0.7 Hr.

Version History

Version	3
Modified	02/05/2020 - Created on. 02/13/2020 - Updated to show the importance of Step 6, which may help reduce the issue frequency until the permanent correction is released. 04/29/2020 - Updated to advise that the issue has been root caused and a fix is on the way.



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