



# Service Bulletin

File in Section: -

Bulletin No.: PIC5088E

Date: June, 2014

## PRELIMINARY INFORMATION

**Subject:** XM Band Not Receiving All Channels (Preview Mode)

**Models:** 2002-2015 GM Passenger Cars & Light-Duty Trucks With XM Radio (RPO U2K or U2M)

**This PI was superseded to update Model Years. Please discard PIC5088D.**

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Some customers may report that they are not receiving all channels on the XM band. Usually they will only be receiving up to 10 channels (preview mode).

### Recommendation/Instructions

In most cases this has been found to be an account activation concern.

Technicians should connect the TECH2 (version 30.001 or later) and navigate to Digital Radio Receiver>>Data Display. In this menu the tech will see two lines labeled Digital Radio Receiver Status.

It is important to record this information for reference.

**Notice:** The following information currently cannot be obtained on the 2008 - 2014 Cadillac CTS, 2009 - 2013 Chevy Aveo/Pontiac G3 using the Tech2 due to the XM receiver being integrated into the radio assembly.

Furthermore, vehicles that require the use of GDS2 are unable to obtain this data. On these vehicles only, dealers should skip this step and proceed to the XM Reactivation/Refresh process below.

The first line labeled Digital Radio Receiver status will show one of the following: Unknown, OK or Failed.

The second line labeled Digital Radio Receiver Status will display a number of 00 - 04.

00 - Binding Unknown (Have not completed power up sequence)

01 - Binding OK and Unit Activated

02 - Binding OK, Activation Required

03 - Binding Fail - CAP Error

04 - Unbound C90 IC

If the DRR status is showing 00, back out of menu and recheck. The DRR may not have powered up completely. If 01 or 02 are displayed the system may need to have a refresh (procedure below) sent or further account research performed to correct the concern. If either 03 or 04 are displayed then the DRR will need to be replaced. Refer to SI for the specific vehicle for module replacement instruction.

A replacement DRR can be obtained through the local radio exchange center

**Notice:** On the Pontiac G8, the initial factory XM activation period is set for 6 months. Due to extended transportation times from the manufacture date to the vehicles arrival at the dealership, the 6 month activation window may expire. If the activation window expires the XM Digital Radio Receiver (DRR) must be refreshed to allow normal XM reception.

To Reactivate/Refresh the XM Digital Radio Receiver, follow the steps below:

1. Tune radio to XM Channel 1 (Preview Channel), verify audio is heard. Tune to XM Channel 0 to obtain 8 digit XM radio ID. Allow 3-5 seconds for the text to page from XM RADIO ID to the actual ID number (press the clock button on the top-left bank of buttons if the display times out and returns to the date/time page). If Channel 0 cannot be tuned, connect the scan tool and navigate to the Module ID Information page and record the Radio ID. The Radio ID info is 8 alphanumeric characters.
2. Go to XM refresh website [www.xmradio.com/oemrefresh](http://www.xmradio.com/oemrefresh) and enter the 8 digit XM radio ID.
3. Park the vehicle where it may receive a clear satellite signal and have the vehicle running.
4. Tune radio to XM Channel 1 (Preview Channel).

5. The process may take up to 20 minutes to receive the complete XM. Channel list

**Notice:** The refresh signal will be sent for 3 hours. The vehicle must be powered up within the 3 hour window to receive the refresh signal.

6. Verify the channels in the current channel lineup are available, to verify if the activation is complete.

**Notice:** Occasionally XM will run an expanded preview mode where more than the normal preview channels will be heard (holidays, promotions, etc.) If the radio is also intended to receive data services (e.g. NavTraffic, local forecast, etc.), verify these authorized services are also received. If the channels are not available, tune back to XM. Channel 1 and continue the refresh.

7. If the Digital Radio Receiver refresh was not successful, a second refresh attempt should NOT be performed within 3 hours of the first refresh request expiring.

8. If the online refresh is unsuccessful then it will be necessary to contact a live XM Customer Assistance Advisor for assistance.

US: [www.xmradio.com](http://www.xmradio.com) or 1-800-556-3600 prompt 2

Canada: [www.xmradio.ca](http://www.xmradio.ca) or 1-877-438-9677

The advisor may need to manually make changes to the account to resolve the activation concern.

## **Warranty Information**

The correction for this concern may be one of several repairs described above. For vehicles repaired under warranty, please use the appropriate warranty labor operation based on the actual cause and repair.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.