



Service Bulletin

File in Section: -

Bulletin No.: PIC4707D

Date: April, 2013

PRELIMINARY INFORMATION

Subject: XM Weather Or Traffic Incorrect Or NODATA/UPDATING Message At Startup

Models: 2006 - 2014 GM Passenger Cars & Light Duty Trucks
with Navigation Radio and XM Radio (RPO U2K)

This PI was superseded to update model list and model years. Please discard PIC4707C.

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

Condition/Concern

A customer may report that at times the XM Traffic or Weather for the local area takes several minutes to update and may read "NO DATA" or "UPDATING" during that time.

Recommendation/Instructions

Note: Technicians should NOT replace the NAV radio unless all of the following has been verified.

The XM satellites update from East coast to West coast. They receive Traffic and Weather data from local reporting stations and then send the updated info to the subscribing XM receivers. This process may take up to 24 minutes. If the vehicle is started and misses the update for its area, the unit must wait for the next update to come around. During this time the display may display "DASHES", "NO DATA" or "UPDATING" for some or all of the traffic or weather fields until the information populates. If the vehicle is a 2008 model it must also be within a 20 mile radius of a weather station to receive the update. On 2009 models or if the customer has a 2008 model with the latest radio software update, the range to a weather station is increased to 100 miles.

If the system has not started receiving the Traffic and weather update within 30 minutes, the technician should test for full operation of the XM band. The system should receive all XM channels. Technicians should also verify that the customer has not turned off the XM NavTraffic® in the user settings of the NAV radio. Once this has been verified and there is no change, contact XM customer assistance to review the account status and verify that the XM Traffic option has been enabled and is available in your area:

- US: 1-800-556-3600
- Canada: 1-877-438-9677

Note: XM Traffic coverage is limited and XM local forecast is not available in Canada. U.S customers must have an active XM Traffic subscription to get Local Forecast (XM weather). Not all vehicles have the Traffic and Local Forecast options. Please reference the vehicles Owner's Manual and GM VIS to check vehicle options.

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.