

Exchange Program - Parts Restriction on Ordering XM Digital Radio Receiver #03-08-44-022 - (12/12/2003)

Parts Restriction on Ordering XM Digital Radio Receiver

2002-2004 Cars and Trucks

2003-2004 HUMMER H2

with Digital Audio System S-Band (RPO U2K) XM Radio

The XM Digital Radio Receiver is part of the S-band satellite radio system. GM has partnered with S-band service provider, XM Satellite Radio, to offer this service. The XM Digital Radio Receiver (DRR) is a restricted part. By working closely with our dealers and technicians, through the parts restriction process, the GM team will gain a better understanding of any field concerns that may develop.

If a customer comes to the dealership with S-band (XM Radio) concerns, please follow the repair information and diagnostics found in the Entertainment sub-section of Service Information (SI). If your diagnosis points to a fault with the XM Digital Radio Receiver, please call GM Technical Assistance (TAC) at 1-877-446-8227 (the prompt for XM radio callers is combined with the OnStar® prompt). The TAC consultant will verify your diagnosis and, if appropriate, order a replacement part. Replacement parts are usually shipped out within 24 hours, and a pre-paid return package label will be included for returning the defective part. By returning the defective part, you will avoid a significant non-return core charge.

If your diagnosis leads you to call TAC, you will need to provide the XM Radio's Radio ID, receiver part number, the antenna reading, any Diagnostic Trouble Codes (DTCs) that are stored in the XM receiver, and any Advisory Messages that may appear on the radio head.

To obtain the Radio ID and receiver part number, perform the following steps:

1. Be sure that your Tech 2® is loaded with the latest software release.
2. Connect the Tech 2® to the vehicle.
3. Enter Diagnostics and build the vehicle.
4. Select Body.
5. In the Body menu, proceed to Digital Radio Receiver.
6. To obtain the Radio ID and receiver part number, go to ID Information and then module information.

The above applies to all 2002-2004 XM-equipped vehicles, except for the 2004 Cadillac XLR and 2004 Chevrolet Malibu.

For the 2004 Cadillac XLR, perform the following steps to obtain the Radio ID and receiver part number:

1. Be sure that your Tech 2® is loaded with the latest software release.
2. Connect the Tech 2® to the vehicle.
3. Enter Diagnostics and build the vehicle.
4. Select Vehicle Control Systems.
5. Select Computer/Integrating Systems.
6. Select ECU Identification Information.
7. Select Digital Radio Receiver.
8. Select Module Information.

For the 2004 Chevrolet Malibu, perform the following steps to obtain the Radio ID and receiver part number:

1. Be sure that your Tech 2® is loaded with the latest software release.
2. Connect the Tech 2® to the vehicle.
3. Enter Diagnostics and build the vehicle.
4. Select Vehicle Control Systems.
5. Select Computer/Integrating Systems.
6. Select (F) 2.2L L4 L61 or (8) 3.5L V6 LX9.
7. Select ECU Identification Information.
8. Select Digital Radio Receiver.
9. Select Module Information.

To obtain the Antenna Reading, perform the following steps:

1. Be sure that your Tech 2® is loaded with the latest software release.
2. Connect the Tech 2® to the vehicle.
3. Enter Diagnostics and build the vehicle.
4. Select Body.
5. In the Body menu, proceed to Digital Radio Receiver.
6. To obtain the Antenna Reading, go to Data Display, see parameter Digital Radio Antenna.

The above applies to all 2002-2004 XM-equipped vehicles, except for 2004 Cadillac XLR and 2004 Chevrolet Malibu. For these vehicles, perform the following steps to obtain the Antenna Reading:

1. Be sure that your Tech 2® is loaded with the latest software release.
2. Connect the Tech 2® to the vehicle.

3. Enter Diagnostics and build the vehicle.
4. Select Body and Accessories.
5. Select Entertainment.
6. Select Data Display.
7. Select Digital Radio Receiver.
8. To obtain the Antenna Reading, see parameter Digital Radio Antenna

To obtain any DTCs from the receiver, perform the following steps:

1. Be sure that your Tech 2® is loaded with the latest software release.
2. Connect the Tech 2® to the vehicle.
3. Enter Diagnostics and build the vehicle.
4. Select Body.
5. In the Body menu, proceed to Digital Radio Receiver.
6. To obtain the DTCs, go to Diagnostic Trouble Code (DTC) .

The above applies to all 2002-2004 XM-equipped vehicles, except for 2004 Cadillac XLR and 2004 Chevrolet Malibu. For these vehicles, perform the following steps to obtain the DTCs:

1. Be sure that your Tech 2® is loaded with the latest software release.
2. Connect the Tech 2® to the vehicle.
3. Enter Diagnostics and build the vehicle.
4. Select Body and Accessories.
5. Select Entertainment.
6. Select Diagnostic Trouble Code (DTC).
7. To obtain Diagnostic Trouble Code (DTC) select Digital Radio Receiver.

The radio head itself may display an Advisory Message, which should also be documented before calling TAC. For example, the radio may display "Loading XM," "Check XM Receiver," "No XM Signal," etc.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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