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2004 Cadillac CTS

Dealers Seeking Technical Support or Replacement XM Digital Radio Receivers - keywords accessory aftermarket antenna inoperative radio U2K #PIC3228A - (Jul 18, 2005)

Dealers Seeking Technical Support or Replacement XM Digital Radio Receivers

2000-2006 Buick Century, LaCrosse, LeSabre, Lucerne, Park Avenue

2000-2006 Buick Rainier, Regal, Rendezvous and Terraza

1999-2006 Cadillac Catera, CTS, DeVille, Eldorado, Escalade (All)

1999-2006 Cadillac Seville, SRX, STS and XLR

2002-2006 Chevrolet Avalanche, Blazer, Cavalier, Cobalt, Colorado, Corvette

2002-2006 Chevrolet Equinox, Impala, Malibu and Maxx, Monte Carlo, SSR

2002-2006 Chevrolet Suburban, Tahoe, Trailblazer, Uplander and Venture

2000-2006 GMC Canyon, Denali, Envoy (All), Jimmy, Savana, Sierra, Yukon (All)

2000-2004 Oldsmobile Alero, Aurora, Bravada, Intrigue and Silhouette

2001-2006 Pontiac Aztek, Bonneville, G6, Grand AM Grand Prix, GTO

2001-2006 Pontiac Solstice, Sunfire, Montana, Montana SV6 and Vibe

2006 Saab 9-7x

2004-2006 Saturn Ion, Relay, Sky and Vue

2003-2006 Hummer H2 and H3

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

Condition/Concern:

Some customers may report their XM radio is inoperative. Dealers seeking technical support or replacement of XM Digital radio receivers must ensure the XM system is factory installed (U2K) or an OEM GM approved kit. (Currently available on the GMT360, 370 and 800 trucks only).

Recommendation/Instructions:

A check of GM VIS should be performed to determine if the vehicle is equipped with factory installed XM Radio RPO (U2K) or a GM approved kit (XM antenna will be the same as the factory installed antenna and mounted in the same location). GM TAC is only able to assist with the diagnostics, repair and part restriction for OEM installed or approved kits. All other GM non-approved after market kits in need of technical support, sales, warranty and or installation questions, etc should contact Satellite Radio Direct (SRD) @ 888-964-2279.

Note: Dealer installed XM Radio kits are compatible with all GMT800 radios except base radio (UM7). All GM OEM XM systems and approved kits use the same antenna used with the U2K option. Any other mounting location/technique should clue technician into an after market system.

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.

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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