

**MODEL**

F44 (2 Series Gran Coupe)	F90 (M5 Sedan)	F91 (M8 Convertible)	F92 (M8 Coupe)
F93 (M8 Gran Coupe)	F95 (X5 M Sports Activity Vehicle (SAV))	F96 (X6 M Sports Activity Coupe (SAC))	F97 (X3 M SAV)
F98 (X4 M SAC)	G01 (X3 SAV)	G02 (X4 SAC)	G05 (X5 SAV)
G06 (X6 SAC)	G07 (X7 SAV)	G12 (7 Series Sedan)	G14 (8 Series Convertible)
G15 (8 Series Coupe)	G16 (8 Series Gran Coupe)	G20 (3 Series Sedan)	G22 (4 Series Coupe)
G23 (4 Series Convertible)	G26 (4 Series Gran Coupe)	G29 (Z4 Roadster)	G30 (5 Series Sedan)
G42 (2 Series Coupe)	G80 (M3 Sedan)	G82 (M4 Coupe)	G83 (M4 Convertible)

Vehicles equipped with option code- 655 Satellite Radio

INFORMATION

SiriusXM satellite radio is not working and does not display a channel list.

PROCEDURE

Perform the following procedure to refresh the signal to the vehicle.

1. Bring the vehicle outdoors and keep the engine running to maintain full electrical system charge. It is important to ensure that the vehicle is parked in an area with clear visibility to the sky for proper satellite reception.
2. Set the media in the Head unit to satellite radio and select a station if possible.
3. Request a new signal with the Radio ID from the SiriusXM website, https://care.siriusxm.com/retailrefresh_view.action#/refreshradio

The Radio ID can be found in the Satellite radio menu, select "option" using the controller, then scroll down and select "Subscribe" and then the Radio ID will be displayed.

4. Was the refresh signal sent?
Yes: Proceed to Step 5.
No: Proceed to contact SiriusXM Support Step 9.
5. Wait at least 10 minutes for the signal to reach the vehicle. Note: There will be no display change in the head unit during this time.
6. Switch the ignition off and lock the vehicle. Allow the vehicle to sleep for at least 16 minutes.
7. In some instances, the sleep cycle is not enough and a Head unit reset must be performed. This can be done by pressing and holding the volume button until the CID turns black and Head unit resets.
8. Check to make sure the satellite radio stations are now displayed, and audio is present.
Is there now a channel list and audio in Satellite radio?
YES: Release the vehicle to the customer.
No: Proceed to contact SiriusXM Support, Step 9.
9. **SiriusXM Dealership Support Hotline:** 800-852-9696 (you will be asked to validate with dealership ID) Provide the Radio ID,
full 17-digit VIN and customer information with agent; and ask for **OEM ESCALATE Demo**.

Once the agent confirms, ask him/her to send a refresh signal; then follow Steps 5-8.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department or use the chat available

	in the Warranty Documentation Portal
Parts inquiries	Submit an IDS ticket to the Parts Department