



SUBJECT

XM Satellite Radio Reception

MODEL

F22 (2 Series Coupe) from 3/2015

F23 (2 Series Convertible) from 11/2014

F30, F31, F34 (3 Series) from 7/2015

F32, F33, F36 (4 Series) from 7/2015

G12 (7 Series) from 7/2015

SITUATION

Due to ongoing changes by SiriusXM Satellite Radio broadcasting you may experience Satellite Radio cutouts in different geographic locations with an XM equipped radio versus a Sirius equipped radio. As of April 2016 Sirius equipped radios will show a very similar behavior.

CAUSE

These vehicles have an XM Satellite Radio chip installed. For now these radios receive their Satellite Radio signal from different satellites than vehicles using Sirius chip equipped head units. As of April 2016 Sirius equipped head units will move to the XM Satellites constellation and will have similar reception.

INFORMATION

Currently Satellite Radio is provided by SiriusXM for BMW customers. SiriusXM is the only company currently broadcasting Satellite Radio in North America. Satellite radio is broadcast from two different sets of Satellites using different earth orbits. XM uses geosynchronous (GEO) satellites located roughly above the equator. This means that the satellite signal to some parts of the United States can come in at an angle as low as 32 degrees to the horizon. This is different than Sirius Satellites in a Highly Elliptical Orbit (HEO) which currently come in to the vehicle at a higher angle to the horizon. As of April 2016 Sirius equipped head units will move to the XM Satellites constellation and will show the same location based cutouts.

SiriusXM is currently updating the repeater network to cover areas of low reception, but the general disadvantage of geostationary satellites can't be compensated completely. Buildings, hills, trees, highway sound blocking walls or any other obstacles might block the satellite signal coming from the south at a 32 degree elevation angle and might cause audio cut outs in absence of terrestrial repeaters. Reception quality decreases the further north you travel, as the angle of the incoming signal gets flatter. Adverse weather conditions will affect reception. Sirius XM will increase the amount of Sirius and XM repeaters gradually to improve situation in metropolitan areas.

When investigating Satellite Radio cutouts or a temporary loss of reception:

- Please compare to a similarly equipped vehicle.
- Do not compare an XM equipped vehicle to a Sirius equipped vehicle.
- Replace no parts

Customers should direct all reception complaints to one of the following:

- BMW Customer Relations department at either 1-800-831-1117 or customerrelations@bmwusa.com
- BMW Genius Hotline 1-844-443-6487 or to the dealers onsite BMW Genius

Customers must provide the exact location (street address or Latitude/Longitude), weather conditions and time of day the drop occurred.

The BMW Genius team and Customer Relations will collect the locations of the XM reception cutouts and supply them to Sirius/XM Satellite Radio via BMW engineering.

The only possible change in the customers reception would come IF Sirius/XM installs ground based repeaters in the problem area.

Customers also have the option of listening to SiriusXM via an app on their phones.

The **SiriusXM Internet Radio app** is available for download from itunes and Google play.

WARRANTY INFORMATION

Not applicable.

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