

<b>Reference</b>	SSM72908
<b>Models</b>	F-PACE / X761 XE / X760
<b>Title</b>	Difficulty Subscribing to SiriusXM
<b>Category</b>	Electrical
<b>Last modified</b>	11-Aug-2016 00:00:00
<b>Symptom</b>	207000 Entertainment Systems
<b>Content</b>	<p><b><u>Affected Models and VIN ranges</u></b></p> <p>XE( X760) A942528 to A955890 Equipped with InControl Touch Audio</p> <p>F-PACE ( X761) A045446 to A065670 Equipped with InControl Touch Audio</p> <p><b><u>Issue</u></b> Incomplete vehicle data transfer to SiriusXM creating delays when customers wish to activate the Sirius XM Satellite Radio and subscribe to the service.</p> <p><b><u>Cause</u></b> JLR may not have captured the SiriusXM Electronic Serial Numbers (ESNs) for a number of 17MY XE and F-PACE vehicles fitted with InControl Touch audio systems. As a result, SiriusXM would not have that information from JLR to facilitate the activation of customer subscriptions.</p> <p><b><u>Action</u></b> <b><u>Please use SRO 86.99.99. 0.2 hours</u></b></p> <p><b><u>Unsold Vehicles</u></b> If you have any affected unsold vehicles within the VIN ranges, please use the Google form (link below) to capture the vehicle details prior to vehicle sale. Read the SiriusXM ID as below</p> <ol style="list-style-type: none"> <li>1. Startup InControl Touch.</li> <li>2. Select the Satellite radio source.</li> <li>3. Select channel "0"</li> <li>4. Read the 8 character XMID off the Touch Screen.</li> <li>5. (If indoors - you will need to press the "i" information icon ("Letter "i" in a circle") to bring up a pop up which displays the XMID 8 character number.</li> <li>6. Click or paste the "Google" link below to fill out the vehicle and ESN information and press 'submit' at the bottom of the page.</li> </ol> <p>Once the ESNs are gathered by JLR, this information will be forwarded to SiriusXM to ensure the customer does not face any difficulties when subscribing to the service</p> <p><b><u>Sold Vehicles</u></b> If a customer complains of difficulty subscribing to SiriusXM and the vehicles falls in the VIN ranges below, please Read the SiriusXM ID as below</p> <ol style="list-style-type: none"> <li>1. Startup InControl Touch.</li> <li>2. Select the Satellite radio source.</li> <li>3. Select channel "0"</li> <li>4. Read the 8 character XMID off the Touch Screen.</li> <li>5. (If indoors - you will need to press the "i" information icon ("Letter "i" in a circle") to bring up a pop up which displays the XMID 8 character number.</li> <li>6. Click or paste the 'Google' link below to fill out the vehicle and ESN information in the Google spread sheet and press 'submit' at the bottom of the page</li> <li>7. Call the dealer support number (800-852-9696 USA or 866-635-0578 CAN ) they will require your Retailer code. You will need to provide the VIN and ESN, plus the customer's full name, address and phone number.</li> <li>8. Request SiriusXM activate the 3 months free trial for the sold car.</li> </ol> <p>.</p> <p><b><u>Link to Google Form</u></b> <a href="https://docs.google.com/a/jaguarlandrover.com/forms/d/e/1FAIpQLSc7WrI_xnNW2IUys4UVN5Dt2I6j2ADxlXSMlrXoSFMrHvE5_g/viewform">https://docs.google.com/a/jaguarlandrover.com/forms/d/e/1FAIpQLSc7WrI_xnNW2IUys4UVN5Dt2I6j2ADxlXSMlrXoSFMrHvE5_g/viewform</a></p>