

Requested Channel Not Available Message Covering SiriusXM® Preset Icons

AFFECTED VEHICLES

2016–18 Civic and 2017–18 CR-V with SiriusXM Radio

Got a vehicle with the message **Requested Channel Not Available** covering the SiriusXM preset icons? We're aware of this issue and have it under investigation.



This message only comes up when you select a SiriusXM station from the preset icons. When selected, the station starts playing, but the message covers those icons. This doesn't happen when using other means such as the **Channel** icons.

Until there's a solution to this issue, there's nothing you can do to fix it, so don't replace any parts. Instead, try this procedure. It should get rid of that message, but keep in mind this is just temporary, so the message may come back.

1. From the **SOURCE** screen, select **MENU, Setting, Multiple Channel Mix Preset**, then **ON**.
2. Select **OK**.
3. Select the **BACK** icon to go back to the audio source screen.
4. Using the **Channel** icons, select a different SiriusXM (music, no talk) station that's not already preset, and save it to one of the preset icons. You'll then see the message **Tunemix allows multiple channels to be combined on one preset. Would you like to combine this channel with the current preset or replace it?**. Select **Combine**.
5. Select a different preset icon, and make sure the message doesn't come back.

Be sure to pass this info along to the service advisors so they can educate their customers.