



SI B65 19 15
Audio, Navigation, Monitors, Alarms, SRS

December 2018
Technical Service

XM SATELLITE RADIO RECEPTION

New information provided by this revision is preceded by this symbol .

This Service Information bulletin supersedes SI B65 19 15 **dated July 2016**.

Whats new:

- Information section
- Reception Complaint reporting.

MODEL

ALL with SA655 Satellite Radio

SITUATION

Due to changes by SiriusXM Satellite Radio broadcasting you may experience Satellite Radio cutouts in different geographic locations since spring 2016. After a few seconds of reception loss 'No Signal' may be displayed in the Control Display (CID).

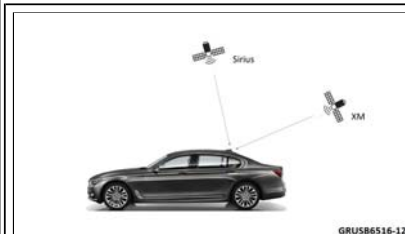
CAUSE

As of April 2016 Sirius equipped head units receive their broadcast signal from the XM Satellites constellation.



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 was 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 came in to the vehicle at a higher angle to the horizon. As of April 2016 Sirius equipped head units moved to the XM Satellites constellation and now show the same location based cutouts.



Sirius Satellites used up to April 2016 XM Satellites used from April 2016

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 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. Keep in mind the roofline of the vehicle, size of the antenna (sharkfin) and location of the antenna on the vehicle will all affect the strength of the reception. Do not compare a Sport Activity Vehicle (SAV) with a high roofline mounted antenna to a different vehicle such as a coupe or convertible with a much lower mounting point of the antenna.
- Replace no parts



Customers should direct all reception complaints to Sirius Product Support at 866-463-5326.

Their working hours are

08.00 AM – 10.00 PM EST Monday – Friday

08.00 AM – 08.00 PM EST on Saturday - Sunday

Customers must provide:

- the exact location (street address or Latitude/Longitude) of dropout
- weather conditions
- time of day the drop occurred.

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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