

STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Radio Does Not Save Sirius XM 360L Radio Presets

Discussion: Customers with a UAX 12 inch radio attempt to save their own preset stations in Sirius XM 360L radio mode, when the vehicle is turned off and back on the presets are gone and revert back to default settings.

The 12 inch display radio is equipped with Sirius XM 360L, "SXM 360L". This version of SXM 360L operates a little different than the regular SXM on the 8.4inch display radios. By default, the SXM 360L is in "Demo Mode" leaving the factory and at a dealership. The dealership or the end customer can exit the Demo Mode from the SXM page. After the user exits the Demo Mode and the presets will now be saved. Note: The 1 year free SXM 360L subscription starts from the date of sale, not when the customer/dealer exits demo mode.

DO NOT REPLACE THE RADIO for this concern. The dealer should advise the customer to exit the Demo Mode. If the issue persists after the customer exits Demo Mode, then it is suggested to wait for the next software update. A software enhancement tentative FOTA release in 2nd quarter 2020.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found