

2021-06-09



SIB 65 11 21

SIRISUSXM RADIO IS NOT WORKING

## MODEL

F90 (M5 Sedan)	F91 (M8 Convertible)	F92 (M8 Coupe)	F93 (M8 Gran Coupe)
F95 (X5 M Sports Activity Vehicle (SAV))	F96 (X6 M Sports Activity Coupe (SAC))	F97 (X3 M SAV)	F98 (X4 M SAC)
G01 (X3 SAV)	G02 (X4 SAC)	G05 (X5 SAV)	G06 (X6 SAC)
G07 (X7 SAV)	G12 (7 Series Sedan)	G14 (8 Series Convertible)	G15 (8 Series Coupe)
G16 (8 Series Gran Coupe)	G20 (3 Series Sedan)	G22 (4 Series Coupe)	G23 (4 Series Convertible)
G29 (Z4 Roadster)	G30 (5 Series Sedan)	G32 (640i xDrive Gran Turismo)	G80 (M3 Sedan)
G82 (M4 Coupe)			

**Vehicles produced from: August 1<sup>st</sup>, 2020**

**Vehicles equipped with option code:**

655 Satellite Radio

**And:**

6U3 BMW Live Cockpit Professional

## SITUATION

SiriusXM satellite radio is not working and does not display a channel list.

## CAUSE

Software in the SDARS satellite tuner.

## CORRECTION

Refresh the satellite radio activation.

## PROCEDURE

Please first ensure that the vehicle has an active SiriusXM satellite radio subscription.

Perform the following procedure:

1. Bring the vehicle outdoors and keep the engine running to maintain full electrical system charge. It is important to ensure that the vehicle is parked in an area with clear visibility to the sky for proper satellite reception.
2. Set the media in the head unit to satellite radio and select a station if possible.
3. Request a new signal with the vehicle identification number (VIN) from the SiriusXM website using either your cell phone or workshop computer, [https://care.siriusxm.com/retailrefresh\\_view.action#/refreshradio](https://care.siriusxm.com/retailrefresh_view.action#/refreshradio)
4. Wait at least 10 minutes for the signal to reach the vehicle. Note: There will be no display change in the head unit during this time.
5. Switch the ignition off and lock the vehicle. Allow the vehicle to sleep for at least 16 minutes.
6. Check to make sure the satellite radio stations are now displayed, and audio is present.  
Is there now audio in Satellite radio?

**YES:** Release the vehicle to the customer

**No:** Further diagnosis with ISTA is needed

## **PARTS INFORMATION**

Parts exchange will not provide a solution.

## **WARRANTY INFORMATION**

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

<b>Defect Code:</b>	<b>6512491200</b>	<b>SDARS / SIRIUS reception (satellite tuner) Permanent failure</b>	
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<b>Labor Operation</b>	<b>Description</b>		<b>Labor Allowance</b>
65 12 300	Audio, navigation, information systems / Checking Head Unit High for function and refresh the satellite radio activation (Work time) (Main work)		5 FRU
Or:			
65 12 300	Audio, navigation, information systems / Checking Head Unit High for function and refresh the satellite radio activation (Work time) (Plus work – Vehicle is already in the workshop)		3 FRU

Only one Main labor operation type code can be claimed per repair visit.

### **Other Repairs**

If other eligible and covered work is performed as a result of performing diagnosis, claim this work with the applicable defect code and the labor operations listed in AIR (including diagnosis).

Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for claiming your diagnosis work time, job/repair work time (WT), RO/Claim WT and/or repair explanation procedures, unless otherwise required by State law..

## **QUESTIONS REGARDING THIS BULLETIN**

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department