

Y1A Taycan SiriusXM Not Available (Greyed Out)

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Taycan	2021 - 2022	Y1A	N/A	N/A

Revision History

Revision	Release Date	Changes
0	February 12, 2021	Original document
1	October 13, 2021	Extension of Model Year

Condition

The customer reports SiriusXM is not available as a source in the PCM. The option for SiriusXM is greyed out. Dealers often observe this failure early in the service life of the vehicle, perhaps right after PDI or when activating satellite radio service or Connect service.

Technical Background

This is not a SiriusXM service issue nor is it a Connect services issue. The user interface within the PCM screen does not allow the PCM to confirm SiriusXM service is available. This presents a "deadlock" condition. The workaround below allows for a one-time confirmation. This confirmation should permanently undo the deadlock.

Service Information

If the vehicle has the condition described above, follow these steps:

1. Press the Joker-key (‘◆’ button) on the steering wheel. This will allow you to assign a function to the Joker-key. A popup should appear on the PCM center display.
2. Press the button labeled “change button assignment.”
3. Choose “steering wheel button.”
4. Choose “change source.”
5. Go to Media on the PCM screen.
6. Change the source to SiriusXM via the Joker-key on steering wheel.

Confirm the source is available and no longer greyed out.

Search Items

Taycan, SXM, XM, satellite, SDARS, PCM6

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