



STAR ONLINE PUBLICATION



Case Number: S2108000069

Release Date: 03/13/2021

Symptom/Vehicle Issue: SXM Channels Inoperative Above Channel 450

Customer Complaint: Customers may not be able to tune to the SXM channels (Channel above 450) with 12" radio.

Discussion: This is a XM back end issue. Try refreshing the SXM signal, followed with a deep sleep cycle is required to resolve this issue.

Here is the procedure:

1. Send a text message with the word "Refresh" to 77917 on your cellphone (Fig 1)
2. You will receive a text message from SXM. Click the link to open the SXM refresh request in a web browser.
3. Enter the vehicle VIN, or your registration phone number, follow the instructions on the screen to complete Send Refresh Signal request.
4. Switch ignition off on the vehicle, allow the radio/vehicle to go into a deep sleep. (45 Min)
5. Switch Ignition on and verify the SXM channels are working.
6. If you don't have a cellphone, please complete this signal refresh with a computer by typing the link: <https://www.siriusxm.com/refresh> (Fig 2)
7. Or go to <https://www.siriusxm.com/> > Help & Support > Refresh My Radio.
8. When complete follow step 4 & 5.

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



STAR ONLINE PUBLICATION



Refresh My Radio

Are you near your car or radio?

YES

NO

That's okay! We'll text you instructions so you can complete the signal refresh once you're in front of your radio.

- 1 Text the word "Refresh" to 77917.
- 2 We'll send you a text with special link to start the refresh radio process. [View a sample of the text message.](#)
- 3 Once you're in front of your radio, follow instructions in the text message to complete the signal refresh.

Message and data rates may apply. View our [SMS Terms and Conditions](#) and [Privacy Policy](#).

Use Phone to Refresh Radio Fig 1.

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



STAR ONLINE PUBLICATION



Refresh My Radio

Are you near your car or radio?

YES

NO

Are you near your car or radio? Then the rest is easy! Follow the steps below and let's get your radio refreshed.

- 1
[How do I find my Radio ID?](#)
- 2 Set your car radio to Satellite and listen for audio.
- 3 Make sure the radio has a clear view to the sky (not blocked by a garage, large trees, or buildings).

Have you completed steps 1-3?

[Send Refresh Signal](#)

Use Computer to Refresh Radio Fig 2.

Do not replace the radio for this concern.

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