



STAR ONLINE PUBLICATION



Case Number: S238A000039

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Symptom/Vehicle Issue: SiriusXM (SXM) Not Subscribed

Discussion: At PDI, it may be found that SiriusXM radio shows not subscribed or asks customer to select a package for any channel other than preview channel.

Tune SXM to station 2 or higher and confirm audio plays. If no audio, perform the SXM Signal refresh procedure below:

1. Place vehicle outside in customer mode and put ignition in Run (engine off)
2. Tune radio to channel 0 and record Radio ID
3. Open a web browser and go to Sirius Radio refresh page:
<https://care.siriusxm.com/subscribe/refresh-signal/unauthenticated-landing-page>
4. Enter Radio ID and press Send Refresh Signal
5. Wait 5-15 minutes with vehicle ignition still in Run.
6. Tune to SXM channel 2 or higher and confirm audio plays

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, eCONTACT or Service Library entry if no solution is found.