



## STAR ONLINE PUBLICATION



**Case Number:** S238A000043

**Release Date:** August 2023

**Symptom/Vehicle Issue:** SiriusXM (SXM) Advertisements Pop Up On Radio

### Customer Complaint/Technician Observation:

- Popup SXM commercial message on the radio screen
- Popup prevents customer from doing other actions on the radio

**Discussion:** Customer complains an advertisement from SXM pops up on their radio screen.

When the SXM popup message occurs users should not click on “Remind Me Later.” Users should click on the X option “6” (fig 1) to stop the messages from reappearing.

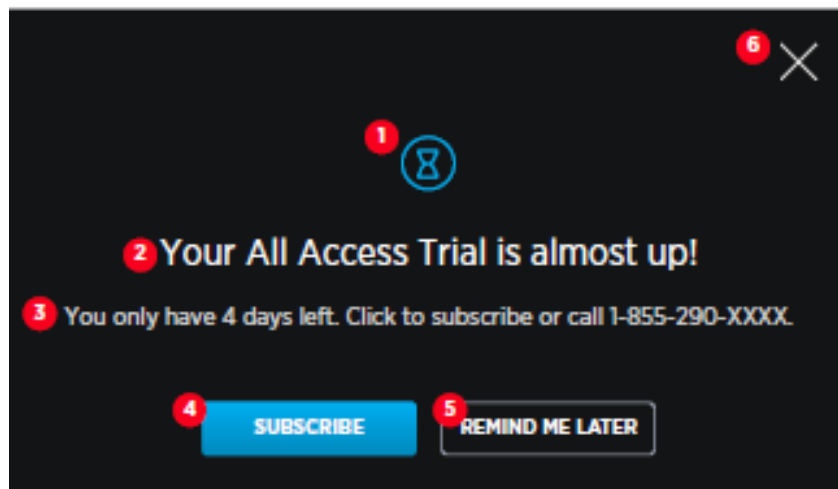


Fig 1

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



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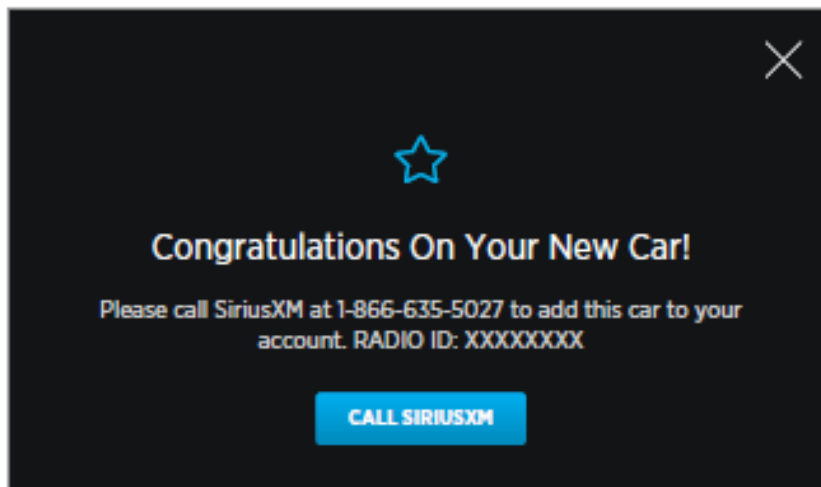
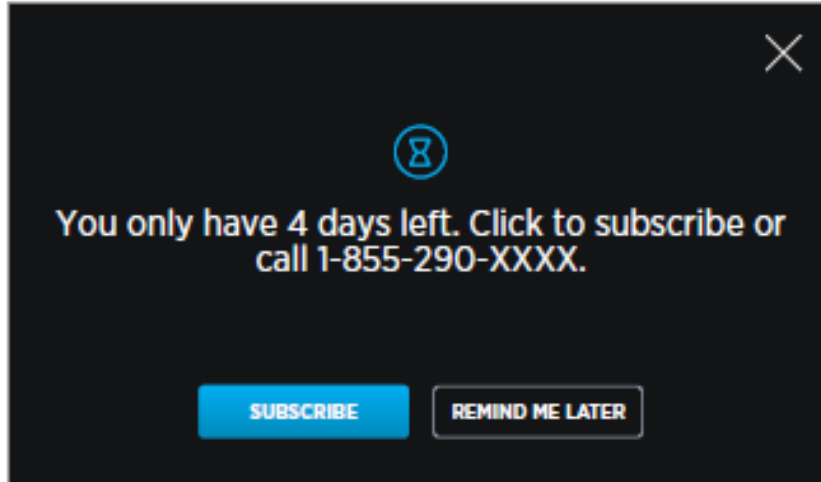


Fig 2

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If issue does not resolve, you can follow the procedure below:

1. Access the screen's apps and scroll on the left side to system.



Fig 3

2. Once in system access the app 'stored notifications'

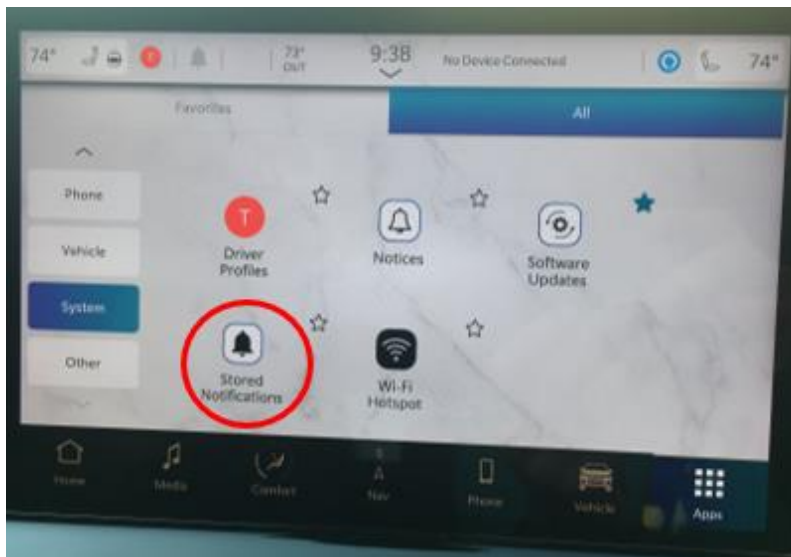


Fig 4

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3. Access stored notification choose to 'clear notifications' if notifications are present. If there are not any notifications your scree should prompt that there are no notifications.

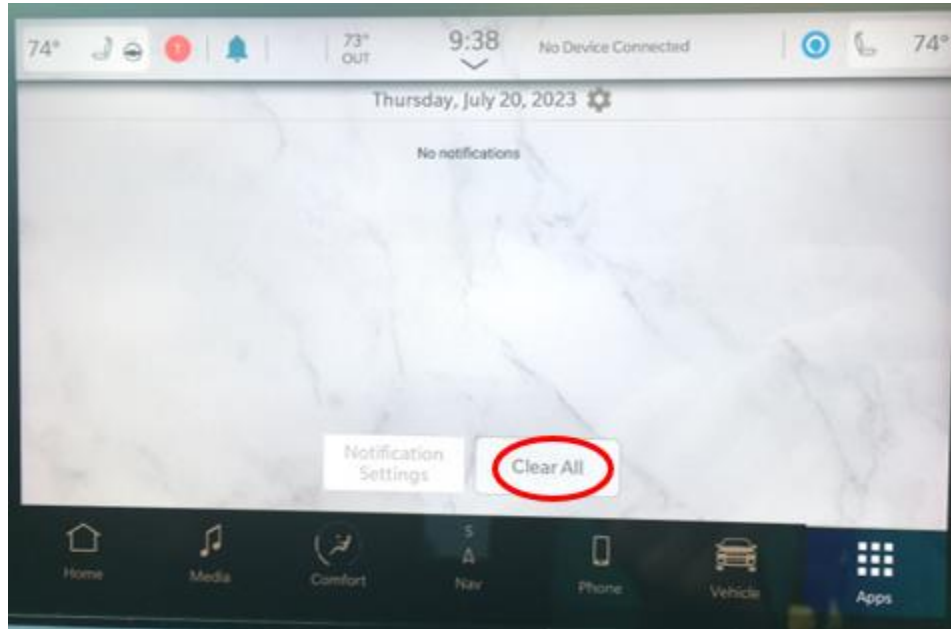


Fig 5

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