

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  SIRIUSXM SATELLITE RADIO REGISTRATION TRANSFER AFTER AUDIO UNIT REPLACEMENT	<b>Service Alert No.:</b> SA-036/25
	<b>Last Issued :</b> 08/14/2025

## BULLETIN NOTES

This Service Alert (SA) supersedes the previously issued bulletin(s) listed below. The changes are noted below in Red.

Previous TSBs:	Date(s) Issued:
09-001/19	01/13/19
09-023/18	05/08/18
09-005/16	02/02/16
09-012/14	02/14/14
09-030/13	11/08/13

## APPLICABLE MODEL(S)/VINS

Vehicles equipped with SiriusXM satellite radio

2005-2013 Mazda3	2007-2012 CX-7	2004-2005 Miata
2003-2015 Mazda6	2007-2015 CX-9	2006-2015 MX-5
2006-2015 Mazda5	2005-2011 RX-8	2013-2015 CX-5

## DESCRIPTION

When replacing the SiriusXM satellite radio unit, a call must be made to inform SiriusXM of the existing Radio ID and the new/replacement SAT Radio ID as soon as possible to ensure the customer leaves the dealership with an active SAT radio.

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

**SIRIUSXM SATELLITE RADIO UNIT REPLACEMENT**

1. Record both old and new satellite radio unit IDs. Refer to "DISPLAYING THE SIRIUSXM RADIO ID (ESN)."

- Old unit ID \_\_\_\_\_.
- New unit ID \_\_\_\_\_.

2. Replace/Swap the AUDIO UNIT. Refer to MGSS online instructions (AUDIO UNIT REMOVAL/ INSTALLATION).

3. Park the vehicle outside in a clear view of the sky.

4. Use a cell phone to contact SiriusXM Dealer Support at 1-800-852-9696. Inform the agent:

- that you are doing a warranty swap on a Mazda vehicle.
- whether you are using a replacement radio from your inventory or if you are using a radio from another vehicle.

5. Provide the SiriusXM Dealer Support Agent with the old Radio ID and ask them to transfer the service on this radio to the new/replacement Radio. (The Radio ID will either be 8 alphanumeric characters or 12 digits depending on vehicle model and/or year. Refer to the section below "DISPLAYING THE SIRIUSXM RADIO ID (ESN) for details. "

6. Ask the SXM Dealer Support Agent to send an activation signal to the new radio and confirm the SAT radio is active (a signal refresh can also be achieved (if necessary) by entering in the Radio ID into the following url: [www.siriusxm.com/oemrefresh](http://www.siriusxm.com/oemrefresh)

**NOTE:** Vehicle must be parked outside in a clear view of the sky.

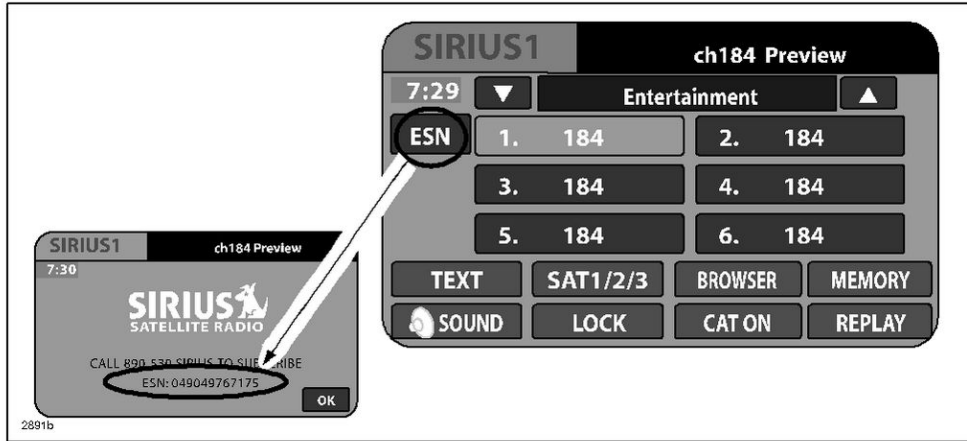
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**DISPLAYING THE SIRIUSXM RADIO ID (ESN)**

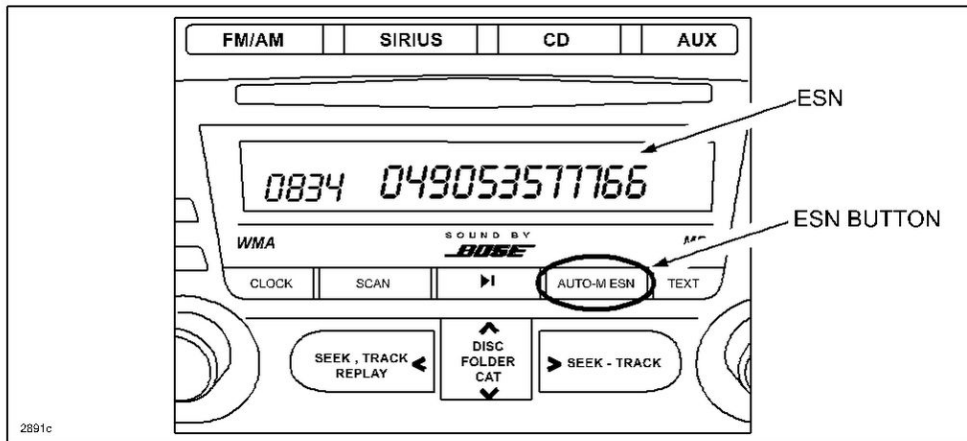
**NOTE:** For model-specific procedures, refer to the Owner’s Manual section 6 “Interior Comfort.”

There are several ways to find the SiriusXM satellite radio ID. Below are some examples:

- For most radios, the radio ID (ESN) will display when tuning to channel 0.
- Some radios will display the radio ID (ESN) using the “Menu” function.

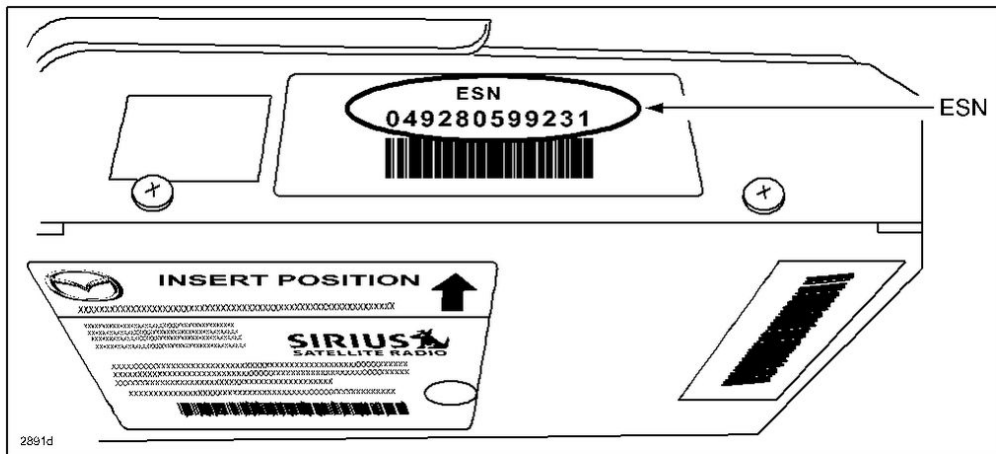


- Some radios will display the radio ID (ESN) using the radio faceplate.



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- The radio ID (ESN) can also be found on the SiriusXM satellite radio unit sticker.



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