

Subject: SIRIUSXM SATELLITE RADIO REGISTRATION TRANSFER AFTER TUNER AND AMP UNIT (TAU) REPLACEMENT FOR MAZDA CONNECT	Service Alert No.: SA-037/25
	Last Issued : 08/14/2025

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

Vehicles equipped with SiriusXM satellite radio

2014- 2018 Mazda3	2016-2020 CX-5
2016- 2021 Mazda6	2016- 2020 CX-9
2016-2021 CX-3	2016- 2023 MX-5

DESCRIPTION

When replacing the MAZDA CONNECT tuner and amp unit (TAU) with a replacement tuner for any reason, 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.

SIRIUSXM SATELLITE RADIO UNIT REPLACEMENT

- Record both old and new satellite radio unit IDs. Refer to "DISPLAYING THE SIRIUSXM RADIO ID (ESN)."
 - Old unit ID _____.
 - New unit ID _____.
- Replace/Swap the SiriusXM\ MAZDA CONNECT TUNER AMP UNIT (TAU). Refer to MGSS online instructions MAZDA CONNECT TUNER AMP UNIT (TAU) REMOVAL/INSTALLATION.
- Park the vehicle outside in a clear view of the sky.
- 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 TAU from your inventory or if you are using a TAU from another vehicle.
- 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. "
- 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

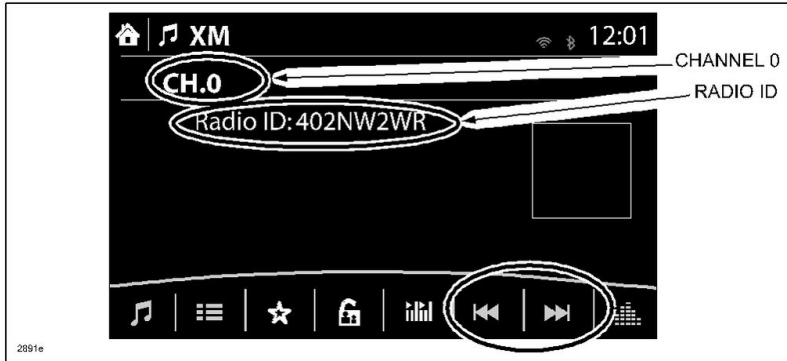
NOTE: Vehicle must be parked outside in a clear view of the sky.

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DISPLAYING THE SIRIUSXM RADIO ID (ESN)

The radio ID (ESN) will display when tuning to channel 0.

MAZDA CONNECT



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