



Subject: SIRIUSXM SATELLITE RADIO REGISTRATION TRANSFER AFTER REMOTE TUNER (RT) REPLACEMENT FOR MAZDA CONNECT	Service Alert No.: SA-038/25
	Last Issued : 08/14/2025

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

Vehicles equipped with SiriusXM satellite radio

2019-2026 Mazda3	2021-2023 CX-9	2024-2026 CX-90
2020-2026 CX-30	2022-2022 MX-30	2024-2026 MX-5
2021-2025 CX-5	2023-2026 CX-50	2025-2026 CX-70

DESCRIPTION

When replacing the MAZDA CONNECT remote tuner (RT) 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 REMOTE TUNER (RT). Refer to MGSS online instructions MAZDA CONNECT REMOTE TUNER (RT) 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 RT from your inventory or if you are using a RT 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)

Go into the Diagnostic Assist Function -> select Service Information -> select Connected Device Information -> select RT
-> select SiriusXM Serial No.

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