

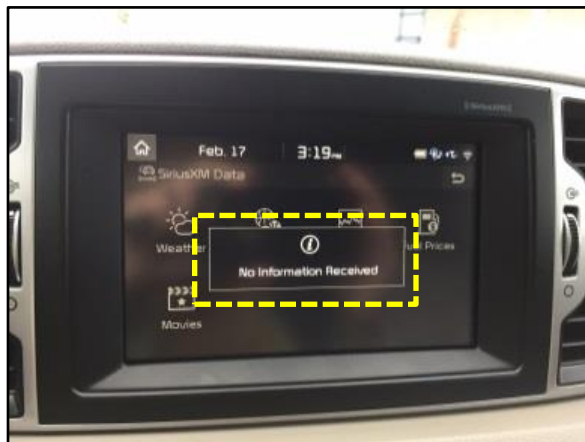
	GROUP ELE	MODEL Sportage (QL) w/UVO eServices
	NUMBER PS450	DATE May 2016
 		
SUBJECT: SIRIUS XM DATA NOT LOADING ON UVO eSERVICES HEAD UNIT		

This bulletin provides information related to Sirius XM satellite radio service in regards to the following customer concerns:

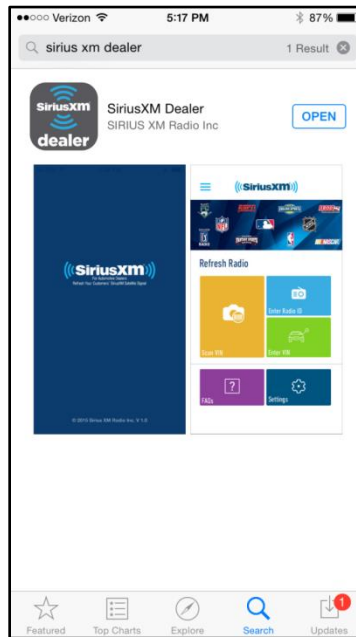
- Sirius XM Data will not load
- Head unit display Shows “No Information Received” when I select Weather, Fuel Prices, Sports, Stocks, or Movies”.

The concerns above may happen when the communication between the Sirius XM satellite and the head unit is not initializing correctly. To correct this concern, a “signal refresh” is required.



There are three ways for a dealer to refresh the Sirius XM signal:

1. Phoning Sirius XM OEM Dealer Support: 888-465-8528
2. Entering the radio ID (ESN) at www.siriusxm.com/refresh
3. Downloading the Sirius XM Dealer App through iTunes or Google:



It is recommended that the Radio ID should always be used to refresh. It is not recommended to use the VIN in case head unit has been replaced and Sirius system does not reflect the correct Radio ID (ESN) within the vehicle.

1. Place the vehicle in an open area with clear, unobstructed view of the sky to refresh
2. Check Sirius Channel 0 to obtain the ESN or ESNs.
3. Tune the head unit to the Sirius or Sirius XM preview channel (1 in the case of this eServices platform or sometimes 184 on other head unit platforms). **NOTE: Audio should be heard on this channel.**
4. Refresh the signal using one of the methods (Dealer support #, refresh link, or Dealer App)
5. Keep the radio on the Sirius or Sirius XM preview channel (1 or 184 until the subscription update is confirmed (pop-up will display for a few seconds when update is complete).
6. Confirm the Sirius XM data is working prior to releasing the vehicle to the customer.

Note: If customer has phoned in and wishes to refresh their Sirius XM signal themselves, refer them to either call Sirius XM at 866-635-2349 or to the Sirius XM website, by following the link below:

www.siriusxm.com/refresh