

# SiriusXM

## Your customers leave listening to SiriusXM when you scan the VIN with the Dealer App.

Once active in the Pre-Owned Program, use the Dealer App on your equipped pre-owned inventory to start **SiriusXM Dealer Demo Mode**. This process pre-activates the radio, on a temporary account, for your customer to experience SiriusXM during test drives and ensures the next owner drives home listening. The customer's 3-month trial subscription does not start until the vehicle is marked sold.

### Share this tip sheet with your Sales Team so all your customers drive home listening to SiriusXM.

More radio refresh info at [SiriusXMDealer.com](https://SiriusXMDealer.com). If your customer experiences any issues with their service, visit [SiriusXM.com/refresh](https://SiriusXM.com/refresh) to request a refresh or contact SiriusXM Listener Care at 1-877-447-0011.



RADIO  
ACTIVATION  
FOR  
PRE-OWNED  
VEHICLES

### To activate SiriusXM on your pre-owned inventory:

- ↓ **Download the SiriusXM Dealer App** from the App Store or Google Play. Open the app and turn on location services.
- 📍 **Park the vehicle outside** with an unobstructed view of the sky.
- 🔄 **Power on and tune into SAT Band.** Verify that the radio is already receiving SiriusXM channels. If it is not, continue to the next step.
- 📺 **Pre-Activate SiriusXM service** with the SiriusXM Dealer App. Simply scan the VIN or enter the Radio ID to request a refresh signal. Your customer's 3-month trial does not start until the vehicle is marked 'sold' within your Dealer Management System (DMS).
- 🔄 **Repeat** to turn on all SiriusXM-equipped radios on your lot.

### Experiencing an issue?

- **Dealer App not activating pre-owned inventory?** Make sure your dealership is not just enrolled, but **ACTIVE** in the SiriusXM Pre-Owned Program.
- To ensure your customer's 3-month trial subscriptions start, be sure to **mark vehicles as sold** in your DMS.
- If you switch your DMS, do not forget to **re-enroll with your new provider at [SiriusXMDealerPrograms.com](https://SiriusXMDealerPrograms.com)** or call us at 1-866-255-2699 and we'll assist you with your enrollment questions.
- For Radio Activation questions, please contact **SiriusXM Dealer Support: 1-800-852-9696**.

### Delivery Checklist:

- **Make sure you've pre-activated the radio** by using the SiriusXM Dealer App.
- **Mark vehicle as sold in your DMS** to start the customer's 3-month trial subscription.
- **Provide a SiriusXM brochure**, which includes a channel lineup, in every vehicle. Order more brochures for free at [sxmestore.com/auto](https://sxmestore.com/auto)
- **Demonstrate the basics** of satellite radio operation and information on how to stream for free on the SiriusXM App.
- **Preset 4-5 SiriusXM channels** your customer might like.