

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  MAZDA CONNECT REBOOT OR BLANK SCREEN	<b>Service Alert No.:</b> SA-047/18
	<b>Last Issued:</b> 12/17/2018

## BULLETIN NOTES

This Service Alert supersedes the previously issued SAs listed below. The changes are noted below in Red.

Previously Issued SAs:	Date(s) Issued
SA-047/18	11/06/18

## APPLICABLE MODEL(S)/VINS

2014-2018 Mazda3  
2016-2018 Mazda6  
2016-2019 CX-3  
2016-2019 CX-5  
2016-2019 CX-9  
2016-2019 MX-5

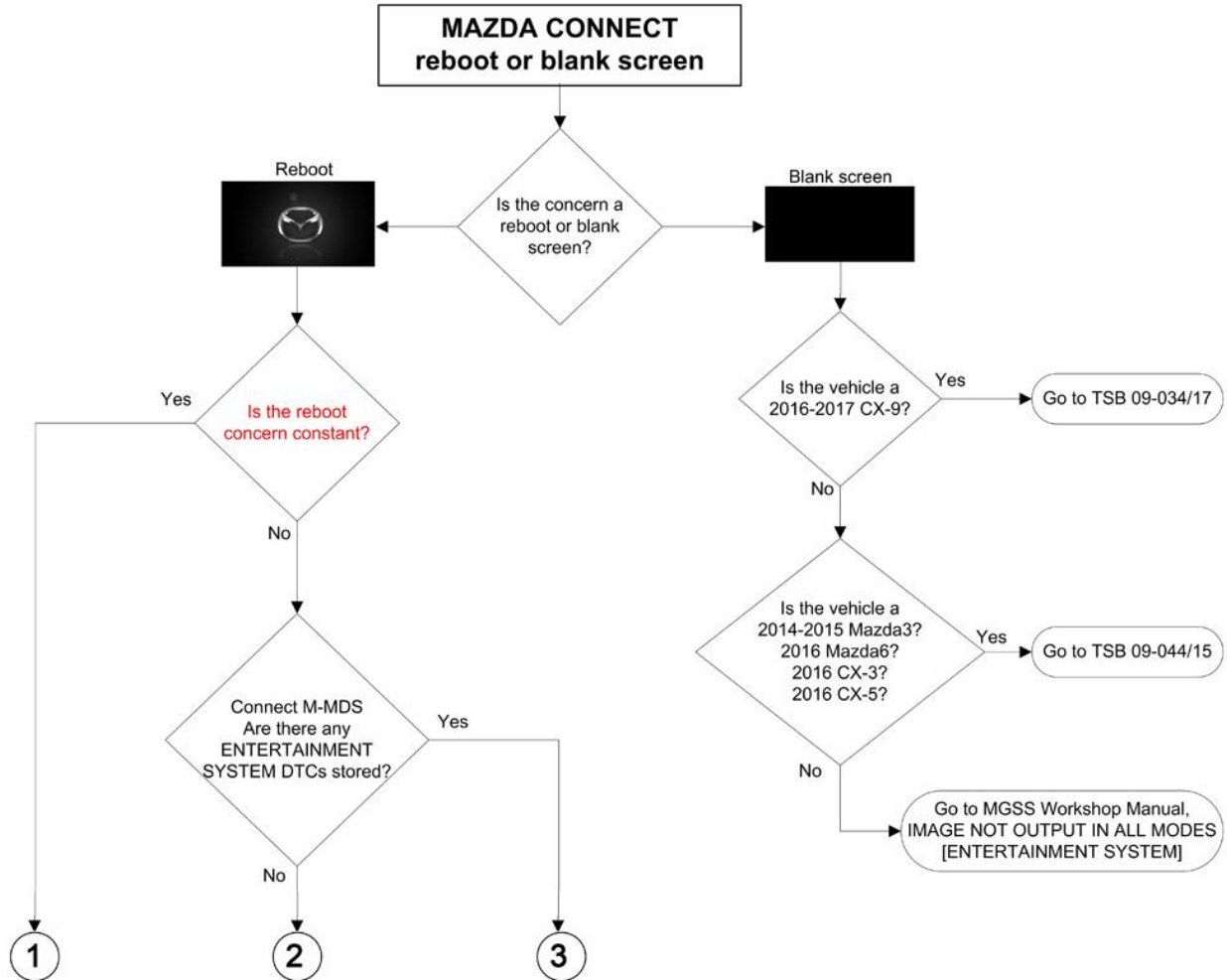
## DESCRIPTION

Some customers may complain about a MAZDA CONNECT system reboot or blank screen. Use the flowchart below to repair the vehicle.

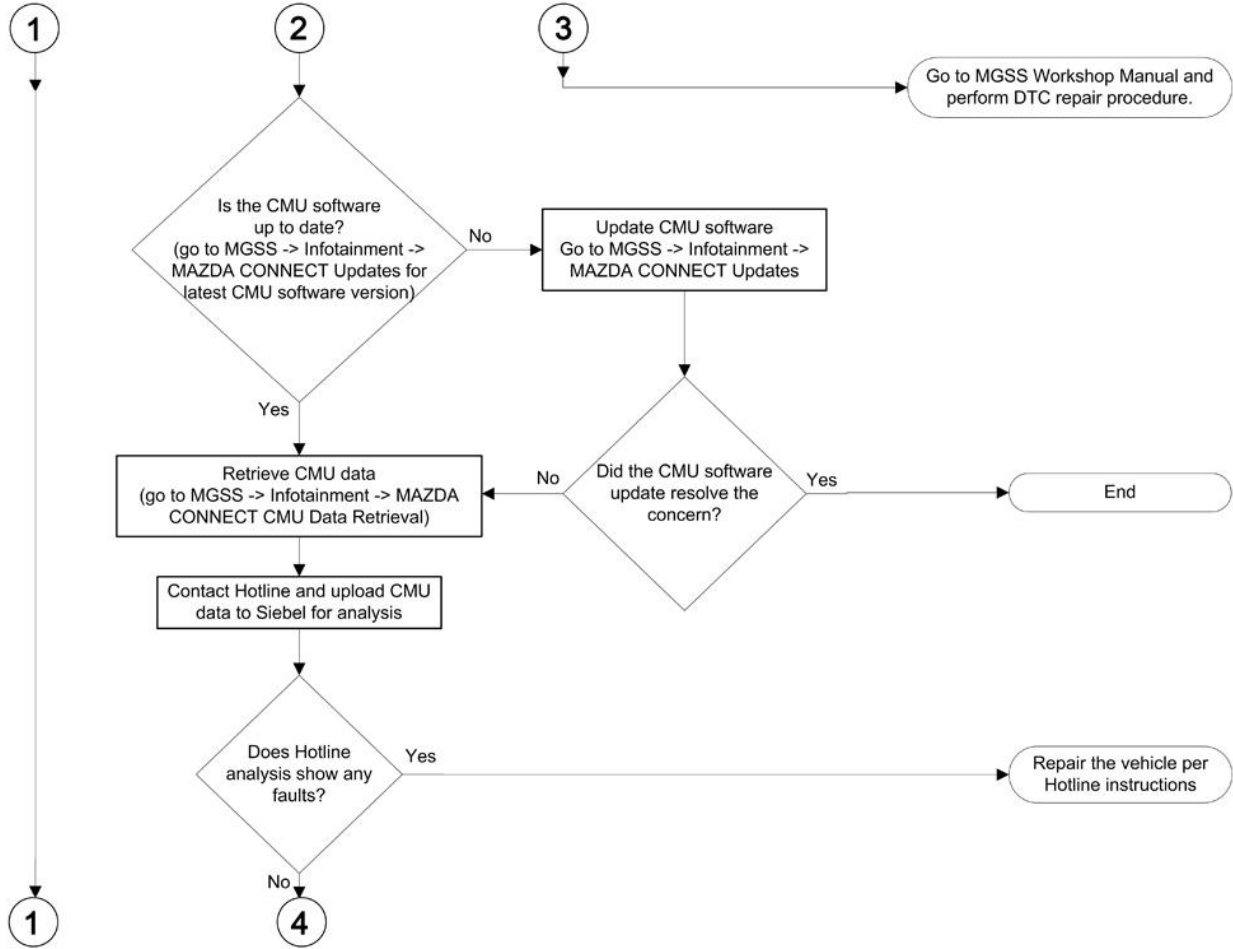
**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." 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.

## REPAIR PROCEDURE

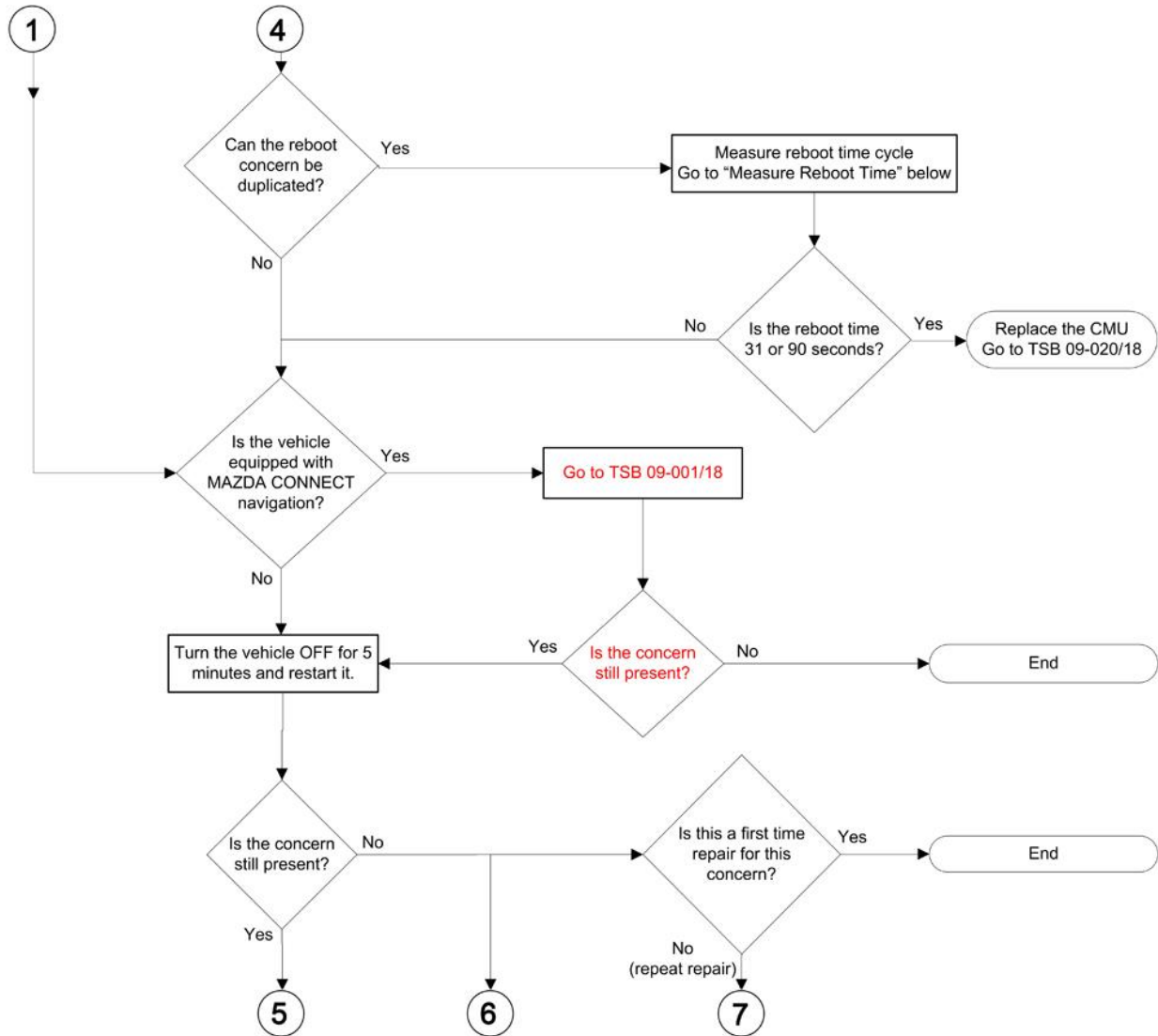
### Flowchart



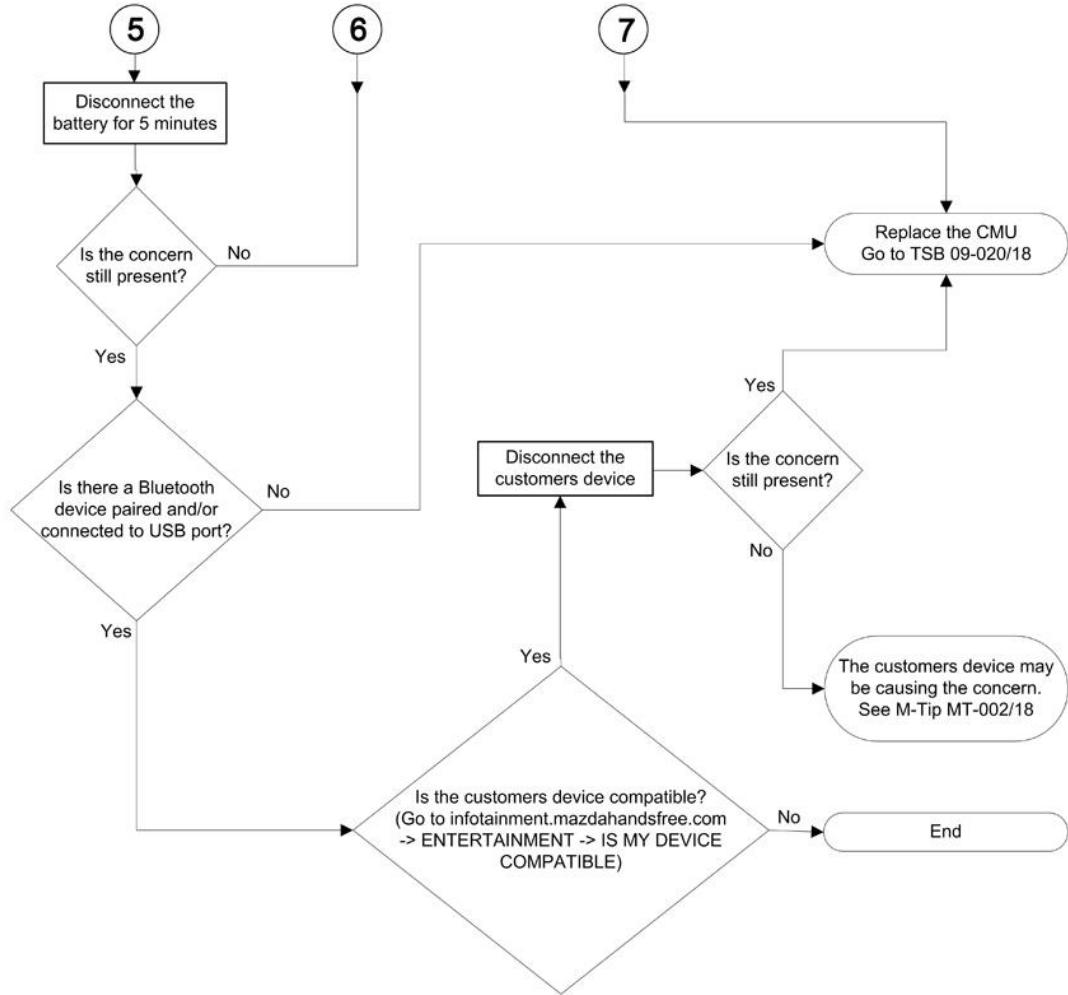
**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." 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.



**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.



**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.



**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.

## Flowchart Links

- 09-034/17 - CENTER DISPLAY TURNS BLACK WHILE DRIVING
- 09-044/15 - MAZDA CONNECT SHUTS DOWN AND DOES NOT REBOOT
- Latest CMU software version
- Update CMU software
- Retrieve CMU data
- Measure reboot time
- 09-020/18 - CONNECTIVITY MASTER UNIT / HANDS-FREE BLUETOOTH MODULE / TEXT MESSAGING TROUBLESHOOTING PROCEDURE
- 09-001/18 - **MAZDA CONNECT REBOOTS OR SCREEN TURNS BLACK**
- MT-002/18 - MAZDA CONNECT AUDIO SOURCE AHA / PANDORA / STITCHER / BLUETOOTH® IMPROPER OPERATION WHEN CONNECTED TO USB PORT
- Device compatibility

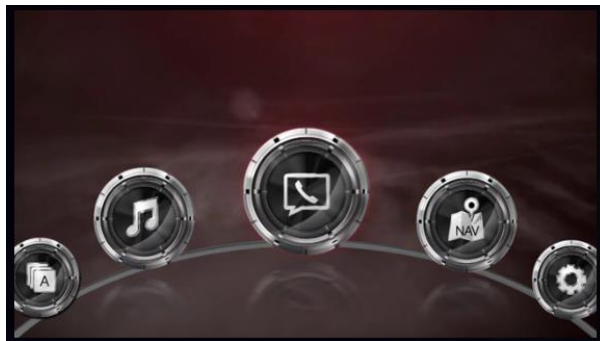
**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." 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.

## Measure Reboot Time

Start your stopwatch (or phone stopwatch app) the instant the Mazda logo appears. It may disappear for a second and reappear, do not stop your stopwatch yet.



The HOME screen will appear, do not stop your stopwatch yet.



As soon as the screen goes blank, stop your stopwatch. This is the reboot time. If possible, repeat 2-3 times to get an accurate time to ensure correct diagnosis.

