

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



|   |                                     |
|---|-------------------------------------|
| <b>Subject:</b><br><br><b>MAZDA CONNECT SYMPTOM TROUBLESHOOTING (7th GENERATION VEHICLES)</b> | <b>Service Alert No.:</b> SA-042/19 |
|   | <b>Last Issued:</b> 09/25/2019      |

## APPLICABLE MODEL(S)/VINS

2019-2020 Mazda3  
2020 CX-30

## DESCRIPTION

Customers having MAZDA CONNECT concerns should have their vehicle repaired using the following repair procedure.

## REPAIR PROCEDURE

### NOTE: Before proceeding:

- Confirm that the Connectivity Master Unit (CMU) is updated to the latest software version.
  - Go to MGSS - Infotainment - MAZDA CONNECT Updates
- Confirm that the customers device is updated to the latest software version.
- Apple Carplay/Android Auto FAQ, go to SA-001/19.

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### No. 1 Blank Screen

| Step | Inspection                         | Result | Action  |
|------|------------------------------------|--------|---|
| 1    | Is the Rear View Camera displayed? | Yes    | Go to step 2.                                     |
|      |                                    | No     | Refer to No. 2. Rear View Camera is not displayed |

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|   |  |     |  |
|---|--|-----|--|
| 2 | Press and hold the Power Button. Is the screen displayed correctly?                        | Yes | Normal Operation   |
|   |  | No  | Go to step 3.  |
| 3 | Press the "HOME" button. Is the HOME screen displayed correctly?                           | Yes | Normal Operation   |
|   |  | No  | Go to step 4.  |
| 4 | Using M-MDS, are any infotainment system DTC's stored?                                     | Yes | Go to MGSS for DTC diagnosis   |
|   |  | No  | Go to step 5.  |
| 5 | Is the connector for the Center Display inserted correctly                                 | Yes | Go to step 6.  |
|   |  | No  | Insert the connector correctly.  |
| 6 | Are the connectors for the CMU inserted correctly?   | Yes | Go to step 7.  |
|   |  | No  | Insert the connectors correctly.   |
| 7 | Is the voltage at the CMU, PWR CTRL OUT (0920-101A Terminal 1S SB wire) of the CMU normal? | Yes | Go to step 8.  |
|   |  | No  | Go to step 9.  |
| 8 | Swap the Center Display with good known vehicle. Is the screen display normal?             | Yes | Check / Replace the Center Display.  |
|   |  | No  | Go to step 9.  |
| 9 | Swap the CMU with good known vehicle. Is the screen display normal?                        | Yes | Check / Replace the CMU. (Retrieve the data log if possible before replacing the CMU.)                                   |
|   |  | No  | Repair / Replace wiring harness. Go to MGSS View Content - Wiring Diagram - Body and Accessories - Entertainment System. |

## No. 2 Rear View Camera is not displayed

| Step | Inspection  | Result | Action   |
|------|---|--------|--|
| 1    | Using M-MDS, are any infotainment system DTC's stored?        | Yes    | Go to MGSS for DTC diagnosis                       |
|      |   | No     | Go to step 2.                                      |
| 2    | Is the vehicle equipped with 360 View Monitor?                | Yes    | Go to step 3.                                      |
|      |   | No     | Go to step 4.                                      |
| 3    | Is the Front Camera and Side Cameras displayed normally?      | Yes    | Check / Replace the 360 View Monitor control unit. |
|      |   | No     | Go to step 4.                                      |
| 4    | Are images other than the Rear View Camera displayed?         | Yes    | Go to step 5.                                      |
|      |   | No     | Go to No. 1 Blank Screen.                          |
| 5    | Is the connector for the Rear View Camera Inserted correctly? | Yes    | Go to step 6.                                      |
|      |   | No     | Insert the connector correctly.                    |
| 6    |   | Yes    | Go to step 7.                                      |

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|   |  |     |  |
|---|--|-----|--|
|   | Is the connector for the Center Display Inserted correctly                       | No  | Insert the connector correctly   |
| 7 | Are the connectors for the CMU Inserted correctly                                | Yes | Go to step 8.  |
|   |  | No  | Insert the connectors correctly  |
| 8 | Swap the Rear View Camera with good known vehicle. Is the screen display normal? | Yes | Check / Replace the Rear View Camera<br>See TSB 09-021/19  |
|   |  | No  | Go to Step 9   |
| 9 | Swap the CMU with good known vehicle. Is the screen display normal?              | Yes | Check / Replace the CMU. Retrieve CMU data log if possible before replacing CMU.   |
|   |  | No  | Repair / Replace wiring harness. Go to MGSS View Content - Wiring Diagram - Body and Accessories - Entertainment System. |

### No. 3 Rebooting

| Step | Inspection  | Result | Action   |
|------|---|--------|--|
| 1    | Using M-MDS, are any infotainment system DTC's stored?          | Yes    | Go to MGSS for DTC diagnosis   |
|      |   | No     | Go to step 2.  |
| 2    | Does the reboot continue after removing the Navigation SD card? | Yes    | Go to step 3.  |
|      |   | No     | Check / Replace the Navigation SD card.  |
| 3    | Does the reboot continue after ignition key OFF then back ON?   | Yes    | Go to step 4.  |
|      |   | No     | Check / Replace the CMU. Retrieve CMU data log if possible before replacing CMU. |
| 4    | Does the reboot continue after vehicle battery disconnect?      | Yes    | Check / Replace the CMU. Retrieve CMU data log if possible before replacing CMU. |
|      |   | No     | No repair needed.  |

### No. 4 Infotainment System Has No Sound

| Step | Inspection  | Result | Action                       |
|------|---|--------|------------------------------|
| 1    | Using M-MDS, are any infotainment system DTC's stored?      | Yes    | Go to MGSS for DTC diagnosis |
|      |   | No     | Go to step 2.                |
| 2    | Is sound normal other than navigation guidance?             | Yes    | Go to step 3.                |
|      |   | No     | Go to step 4.                |
| 3    | Can you hear the voice after raising the navigation volume? | Yes    | Normal Operation.            |
|      |   | No     | Go to step 5.                |

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|    |  |      |   |
|----|--|------|---|
| 4  | Can you hear sound after turning on audio mode?  | Yes  | Normal Operation.   |
|    |  | No   | Go to step 6.   |
| 5  | Replace the Navigation SD Card. Can you hear voice after Navigation SD Card replacement?   | Yes  | Complete  |
|    |  | No   | Check / Replace the CMU. Retrieve CMU data log if possible before replacing CMU.  |
| 6  | Can you hear sound after raising the volume of audio?  | Yes  | Normal Operation  |
|    |  | No   | Go to step 7.   |
| 7  | Source: USB/iPod<br>Are there any problems with the media and the music files?<br>Source: Radio<br>Are there any problems with the antenna and the reception?<br>Source: Bluetooth Audio<br>Are there any problems with Bluetooth? | Yes  | Source: USB/iPod<br>Check the media and the compatible files.<br>Source: Radio<br>Check the antenna, the reception, and the Remote Tuner side.<br>Source: Bluetooth Audio<br>Check the Bluetooth connection and the Bluetooth device. |
|    |  | No   | Go to step 8.   |
| 8  | Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]"<br>Perform Functional Inspection/Adjustment - Active Speaker Check Function - Speaker Inspection.<br>Did the Speaker Inspection Pass?                      | Pass | Check / Replace the CMU. Retrieve CMU data log if possible before replacing CMU.  |
|    |  | Fail | Go to step 9.   |
| 9  | Is the connector for the Speaker(s) that failed inserted correctly?  | Yes  | Go to step 10.  |
|    |  | No   | Insert the connector correctly.   |
| 10 | Is the connector for the amplifier inserted correctly?   | Yes  | Go to step 11.  |
|    |  | No   | Insert the connector correctly.   |
| 11 | Are the CMU connectors inserted correctly?   | Yes  | Go to step 12.  |
|    |  | No   | Insert the connectors correctly.  |
| 12 | Swap speakers from good known vehicle. Can you hear sound?   | Yes  | Check / Replace the speakers.   |
|    |  | No   | Go to step 13.  |
| 13 | Swap the Amplifier from known good vehicle. Can you hear sound?  | Yes  | Check / Replace the Amplifier.  |
|    |  | No   | Go to step 14.  |
| 14 | Swap the CMU from known good vehicle. Can you hear sound?  | Yes  | Check / Replace the CMU. Retrieve CMU data log if possible before replacing CMU.  |
|    |  | No   | Repair/Replace wiring harness. Go to MGSS View Content - Wiring Diagram - Body and Accessories - Entertainment System.  |

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**No. 5 Commander Switch Does Not Work**

| Step | Inspection   | Result | Action   |
|------|--|--------|--|
| 1    | Using M-MDS, are any infotainment system DTC's stored?   | Yes    | Go to MGSS for DTC diagnosis   |
|      |  | No     | Go to step 2.  |
| 2    | Does the Commander Switch work correctly?  | Yes    | Go to step 3.  |
|      |  | No     | Go to step 4.  |
| 3    | Does the Steering Wheel Switch work correctly?   | Yes    | Normal Operation.  |
|      |  | No     | Go to step 5.  |
| 4    | Is fuse F13 missing?   | Yes    | Go to SA-025/19.   |
|      |  | No     | Go to step 8.  |
| 5    | Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" Perform Functional Inspection/Adjustment - Steering SW Inspection - Did the Steering SW Inspection Pass?   | Pass   | Go to step 6.  |
|      |  | Fail   | Go to MGSS STEERING SWITCH INSPECTION.   |
| 6    | Is the connector for the CMU inserted correctly?   | Yes    | Go to step 7.  |
|      |  | No     | Insert the connector correctly.  |
| 7    | Swap the CMU from known good vehicle. Does the Steering Wheel Switch work correctly?   | Yes    | Check / Replace the CMU. Retrieve CMU data log if possible before replacing CMU.                                       |
|      |  | No     | Repair/Replace wiring harness. Go to MGSS View Content - Wiring Diagram - Body and Accessories - Entertainment System. |
| 8    | Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" Perform Functional Inspection/Adjustment - Touch Pad/Commander Inspection - Commander switch inspection. Did the Commander switch inspection Pass? | Pass   | Check / Replace the CMU. Retrieve CMU data log if possible before replacing CMU.                                       |
|      |  | Fail   | Go to step 9.  |
| 9    | Is the connector for the Commander Switch inserted correctly?  | Yes    | Go to step 10.   |
|      |  | No     | Insert the connector correctly.  |
| 10   | Are the CMU connectors inserted correctly?   | Yes    | Go to step 11.   |
|      |  | No     | Insert the connectors correctly.   |
| 11   | Swap the Commander Switch with good known vehicle. Does the Commander Switch work correctly?   | Yes    | Check / Replace the Commander Switch.  |
|      |  | No     | Go to step 12.   |
| 12   | Swap the CMU from known good vehicle. Does the Commander Switch work correctly?  | Yes    | Check / Replace the CMU. Retrieve CMU data log if possible before replacing CMU.                                       |

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|  |  |    |  |
|--|--|----|--|
|  |  | No | Repair/Replace wiring harness. Go to MGSS View Content - Wiring Diagram - Body and Accessories - Entertainment System. |
|--|--|----|--|

### No. 6 Bluetooth device will not pair

| Step | Inspection   | Result | Action  |
|------|--|--------|---|
| 1    | Using M-MDS, are any infotainment system DTC's stored?   | Yes    | Go to MGSS for DTC diagnosis  |
|      |  | No     | Go to step 2.   |
| 2    | Is Bluetooth enabled on the customers device?  | Yes    | Go to step 3.   |
|      |  | No     | Enable Bluetooth on the customers device.   |
| 3    | Is the customers device paired to the vehicle?   | Yes    | Go to step 4.   |
|      |  | No     | Pair the customers device to the vehicle.   |
| 4    | Is the customers device selected in MAZDA CONNECT settings?  | Yes    | Go to step 5.   |
|      |  | No     | Select the customers device from Bluetooth settings.  |
| 5    | Delete the device from MAZDA CONNECT and then re-pair it.<br>Does Bluetooth work correctly?  | Yes    | Normal Operation  |
|      |  | No     | Go to step 6.   |
| 6    | Go to <a href="http://infotainment.mazdahandsfree.com">http://infotainment.mazdahandsfree.com</a> Web Site.<br>Is the customers device compatible? | Yes    | Go to step 7.   |
|      |  | No     | The customers device is not compatible.   |
| 7    | Does the same symptom occur on another same model/year vehicle?  | Yes    | Go to step 8.   |
|      |  | No     | Check / Replace the CMU. Retrieve CMU data log if possible before replacing CMU.<br>Document device model, software version and occurrence condition. |
| 8    | Reboot the customers device. Does Bluetooth work correctly?  | Yes    | Vehicle operation is normal.  |
|      |  | No     | Check / Replace the CMU. Retrieve CMU data log if possible before replacing CMU.<br>Document device model, software version and occurrence condition. |

### No. 7 Incorrect GPS position

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| Step | Inspection  | Result | Action  |
|------|---|--------|---|
| 1    | Go to MAZDA CONNECT - Navi menu, Travel Information - Where Am I? - Settings - GPS information - Check Available Satellites.  | Yes    | Normal Operation.   |
|      | Or<br>Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]"<br>Perform Functional Inspection/Adjustment - Navi System Inspection - Check GPS Received Level.<br>Does the Navi system show correct vehicle position? | No     | Go to step 2.   |
| 2    | Using M-MDS, are any of the following DTC's stored?<br>- B119F:13, GPS antenna signal circuit malfunction (short to power or open circuit)<br>- B119F:2B, GPS antenna signal circuit malfunction (short to ground)                    | Yes    | Go to step 3.   |
|      |   | No     | Go to step 8.   |
| 3    | Is the GPS antenna connector secured properly?  | Yes    | Go to step 4.   |
|      |   | No     | Insert the connector correctly.   |
| 4    | Is the GPS wiring harness open or shorted?  | Yes    | Repair / Replace GPS wiring harness.  |
|      |   | No     | Go to step 5.   |
| 5    | Are the CMU connectors secured properly?  | Yes    | Go to step 6.   |
|      |   | No     | Insert the connectors correctly.  |
| 6    | Is the CMU wiring harness open or shorted?  | Yes    | Repair / Replace CMU wiring harness.  |
|      |   | No     | Go to step 7.   |
| 7    | Replace GPS antenna. Does the Navigation system show correct position?  | Yes    | Repair completed.   |
|      |   | No     | Check / Replace the CMU.<br>Retrieve CMU data log if possible before replacing CMU. |
| 8    | Using M-MDS, is DTC B119F:49 stored?<br>(Communication error with GNSS)   | Yes    | Go to step 9.   |
|      |   | No     | Go to step 11.  |
| 9    | Are the CMU connectors secured properly?  | Yes    | Go to step 10.  |
|      |   | No     | Insert the connectors correctly.  |
| 10   | Is the CMU wiring harness open or shorted?  | Yes    | Repair / Replace CMU wiring harness.  |

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|   |   |     |   |
|---|---|-----|---|
|   |   | No  | Check / Replace the CMU.<br>Retrieve CMU data log if possible before replacing CMU. |
| 11  | Check / Replace the CMU. Retrieve CMU data log if possible before replacing CMU.<br>Did DTC B119F:49 clear? | Yes | Repair completed.   |
|   |   | No  | Repair / Replace GPS antenna.   |
| <b>NOTE:</b> Remove aftermarket GPS devices that may interfere with vehicle GPS antenna.<br>Example: Some radar detectors may emit radio waves that interfere with the vehicle GPS antenna. |   |     |   |

## No. 8 Voice Recognition Does Not Work

| Step | Inspection  | Result | Action   |
|------|---|--------|--|
| 1    | Using M-MDS, are any infotainment system DTC's stored?  | Yes    | Go to MGSS for DTC diagnosis   |
|      |   | No     | Go to step 2.  |
| 2    | Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]"<br>Perform Functional Inspection/Adjustment - Steering SW Inspection - Did the Steering SW Inspection Pass? | Pass   | Go to step 3.  |
|      |   | Fail   | Go to MGSS STEERING SWITCH INSPECTION.   |
| 3    | Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]"<br>Perform Functional Inspection/Adjustment - Microphone Inspection - Did the Microphone Inspection Pass?   | Pass   | Check / Replace the CMU. Retrieve CMU data log if possible before replacing CMU. |
|      |   | Fail   | Go to MGSS MICROPHONE INSPECTION.  |

## No. 9 Cannot Make a Hands-Free Call

| Step | Inspection   | Result | Action   |
|------|--|--------|--|
| 1    | Using M-MDS, are any infotainment system DTC's stored? | Yes    | Go to MGSS for DTC diagnosis                                       |
|      |  | No     | Go to step 2.  |
| 2    | Is Bluetooth enabled on the customers device?          | Yes    | Go to step 3.  |
|      |  | No     | Enable Bluetooth on the customers device.                          |
| 3    | Is the customers device data service strength good?    | Yes    | Go to step 4.  |
|      |  | No     | Move to a location where data service strength is good and retest. |
| 4    | Is the customers device paired to the vehicle?         | Yes    | Go to step 5.  |
|      |  | No     | Pair the customers device to the vehicle.                          |

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|    |  |     |  |
|----|--|-----|--|
| 5  | Is the customers device selected in MAZDA CONNECT settings?  | Yes | Go to step 6.  |
|    |  | No  | Select the customers device from Bluetooth settings.   |
| 6  | Delete the device from MAZDA CONNECT and then re-pair it.<br>Does Bluetooth work correctly?  | Yes | Normal Operation   |
|    |  | No  | Go to step 7.  |
| 7  | Go to <a href="http://infotainment.mazdahandsfree.com">http://infotainment.mazdahandsfree.com</a> Web Site.<br>Is the customers device compatible? | Yes | Go to step 8.  |
|    |  | No  | The customers device is not compatible.  |
| 8  | Does the same symptom occur on another same model/year vehicle?  | Yes | Go to step 9.  |
|    |  | No  | Go to step 10.   |
| 9  | Reboot the customers device. Does Bluetooth work correctly?  | Yes | Vehicle operation is normal.   |
|    |  | No  | Go to step 10.   |
| 10 | Is the Bluetooth device in a place where radio waves may be blocked?<br>(Behind or under a sheet, in a box, in a purse/bag, ext.)                  | Yes | Move the Bluetooth device away from hidden location.   |
|    |  | No  | Go to step 11.   |
| 11 | Is the Bluetooth device contacting or blocked by metal objects?  | Yes | Move the Bluetooth device away from metal objects.   |
|    |  | No  | Go to step 12.   |
| 12 | Is a Bluetooth device and a USB device connected at the same time?   | Yes | Disconnect other USB device.   |
|    |  | No  | Go to step 13.   |
| 13 | Does the problem occur in a specific geological location only?   | Yes | Move to a different location.<br>This may be caused by electrical interference by radio stations, specific small power radio stations, or amateur radio stations for mobile identification used in industrial, scientific and medical devices. |
|    |  | No  | Go to step 14.   |
| 14 | Does the same symptom occur on another Bluetooth device?   | Yes | Go to step 15  |
|    |  | No  | The customers device is not compatible.  |
| 15 | Does the voice recognition system operate using other functions such as Bluetooth Audio?   | Yes | Check / Replace the CMU. Retrieve CMU data log if possible before replacing CMU. Document device model, software version and occurrence condition.   |
|    |  | No  | Go to No. 8 Voice Recognition Does Not Work  |

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**No. 10 Cannot Play Bluetooth Audio**

| Step | Inspection   | Result | Action   |
|------|--|--------|--|
| 1    | Using M-MDS, are any infotainment system DTC's stored?   | Yes    | Go to MGSS for DTC diagnosis   |
|      |  | No     | Go to step 2.  |
| 2    | Is Bluetooth enabled on the customers device?  | Yes    | Go to step 3.  |
|      |  | No     | Enable Bluetooth on the customers device.                                      |
| 3    | Is the customers device data service strength good?  | Yes    | Go to step 4.  |
|      |  | No     | Move to a location where data service strength is good and retest.             |
| 4    | Is the customers device battery strength good?   | Yes    | Go to step 5   |
|      |  | No     | Connect the customers device to a charger or recharge the device, then retest. |
| 5    | Is the customers device paired to the vehicle?   | Yes    | Go to step 6.  |
|      |  | No     | Pair the customers device to the vehicle.                                      |
| 6    | Is the customers device selected in MAZDA CONNECT settings?  | Yes    | Go to step 7.  |
|      |  | No     | Select the customers device from Bluetooth settings.                           |
| 7    | Delete the device from MAZDA CONNECT and then re-pair it.<br>Does Bluetooth work correctly?  | Yes    | Normal Operation   |
|      |  | No     | Go to step 8.  |
| 8    | Go to <a href="http://infotainment.mazdahandsfree.com">http://infotainment.mazdahandsfree.com</a> Web Site.<br>Is the customers device compatible? | Yes    | Go to step 9.  |
|      |  | No     | The customers device is not compatible.  |
| 9    | Does the same symptom occur on another same model/year vehicle?  | Yes    | Go to step 10.   |
|      |  | No     | Go to step 11.   |
| 10   | Reboot the customers device. Does Bluetooth work correctly?  | Yes    | Vehicle operation is normal.   |
|      |  | No     | Go to step 11.   |
| 11   | Is the Bluetooth device in a place where radio waves may be blocked?<br>(Behind or under a sheet, in a box, in a purse/bag, ext.)                  | Yes    | Move the Bluetooth device away from hidden location.                           |
|      |  | No     | Go to step 12.   |
| 12   | Is the Bluetooth device contacting or blocked by metal objects?  | Yes    | Move the Bluetooth device away from metal objects.                             |
|      |  | No     | Go to step 13.   |

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|    |  |     |  |
|----|--|-----|--|
| 13 | Is a Bluetooth device and a USB device connected at the same time? | Yes | Disconnect other USB device.   |
|    |  | No  | Check / Replace the CMU. Retrieve CMU data log if possible before replacing CMU. |

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