

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: MAZDA CONNECT REBOOT OR BLANK SCREEN	Service Alert No.: SA-011/20
	Last Issued: 02/18/2020

BULLETIN NOTES

This Service Alert supersedes previously issued Service Alert(s) listed below. The changes are noted below in Red.

Previously Issued Service Alert(s):	Date(s) Issued
SA-011/20	01/15/20
SA-006/19	05/01/19 and 02/04/19
SA-047/18	11/06/18 and 12/17/18

APPLICABLE MODEL(S)/VINS

2014-2018 Mazda3
2016-2020 Mazda6
2016-2020 CX-3
2016-2020 CX-5
2016-2020 CX-9
2016-2020 MX-5

DESCRIPTION

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

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REPAIR PROCEDURE

Troubleshooting Table

Step	Inspection	Result	Action
1	Is concern a blank screen, reboot or continuous reboot (rolling reboot)?	Blank	Go to step 2.
		Reboot	Go to step 5.
		Continuous Reboot	Go to step 14.
2	Is the vehicle a 2108 Mazda6	Yes	Reflash CMU software version to version 70.00.352B or later. Go to TSB 09-022/19.
		No	Go to step 3.
3	Is the vehicle a 2016-2017 CX-9	Yes	Go to TSB 09-034/17.
		No	Go to step 4.
4	Is the vehicle a 2014-2015 Mazda3, 2016 Mazda6, 2016 CX-3, 2016 CX-5?	Yes	Go to TSB 09-044/15.
		No	Go to "IMAGE NOT OUTPUT IN ALL MODES" on MGSS.
5	Is the reboot concern constant?	Yes	Go to step 12.
		No	Go to step 6.
6	Connect M-MDS. Are any ENTERTAINMENT SYSTEM DTCs stored?	Yes	Go to MGSS and perform DTC repair procedure.
		No	Go to step 7.
7	Check if CMU software is latest version (go to MGSS - Infotainment - MAZDA COINNECT Updates for the latest CMU software version). Is the CMU software up to date?	Yes	Go to step 9.
		No	Update the CMU software, then go to step 8.
8	Did the CMU software update resolve the concern?	Yes	Repair complete.
		No	Go to step 9.
9	Retrieve CMU Data (go to MGSS- Infotainment - MAZDA CONNECT CMU Data Retrieval). Contact Hotline and upload data to Siebel for analysis. Does Hotline analysis show any faults?	Yes	Repair the vehicle according to Hotline instructions..
		No	Go to step 10.
10	Can the reboot concern be duplicated.	Yes	Go to step 11
		No	Go to step 12.

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11	Measure reboot time cycle. See Measure reboot time below. Is the reboot time 31 or 90 seconds?	Yes	Replace the CMU. See TSB 09-020/18.
		No	Go to step 12.
12	Is the vehicle equipped with Navigation?	Yes	Disconnect SD Card or go to TSB 09-001/18, then go to step 13.
		No	Go to step 14.
13	Is the concern still present?	Yes	Go to step 14.
		No	Repair complete.
14	Turn the vehicle OFF for 5 minutes then restart. Is the concern still present?	Yes	Go to step 15.
		No	Go to step 18.
15	Disconnect the battery for 5 minutes. Is the concern still present?	Yes	Go to step 16.
		No	Go to step 18.
16	Is there a Bluetooth device paired or connected via the USB port?	Yes	Go to step 17
		No	Replace the CMU. See TSB 09-020/18.
17	Go to infotainment.mazdahandsfree.com - ENTERTAINMENT - IS MY DEVICE COMPATIBLE. Is the customer device compatible?	Yes	Go to step 19.
		No	No repair needed.
18	Is this a first time repair for this concern?	Yes	Repair complete.
		No	Replace the CMU. See TSB 09-020/18.
19	Disconnect the customer's device. Is the concern still present?	Yes	Replace the CMU. See TSB 09-020/18.
		No	The customer's device may be causing the issue. See MT-002/18.

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Measure Reboot Time

1. 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.

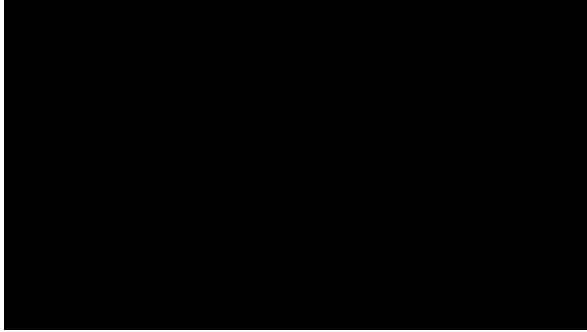


2. The HOME screen will appear, do not stop your stopwatch yet.



3. 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.

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