

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: MAZDA CONNECT SYMPTOM TROUBLESHOOTING [6TH GENERATION VEHICLES]	Service Alert No.: SA-026/20
	Last Issued: 06/11/2020

BULLETIN NOTES

This service alert supersedes the previously issued service alert listed below. The changes are noted in Red text.

Previous Service Alert:	Date(s) Issued:
SA-026/20	02/11/20
SA-065/17	08/10/17

APPLICABLE MODEL(S)/VINS

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

DESCRIPTION

Use the symptom troubleshooting tables below to diagnose MAZDA CONNECT concerns.

REPAIR PROCEDURE

MAZDA CONNECT Symptom Troubleshooting Table Sections

Audio System
Bluetooth®
Center Display
DTC

Page 1 of 11

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i-ACTIVESENSE
Maintenance Monitor
Navigation
Noise
Reboot / Frozen Screen / Slow Response
USB / Aux
Voice Command
How to Check Navi SD Card VIN Lock

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Audio System

Symptom	Solution	Link
Cannot perform CMU data retrieval	In order to do a CMU data retrieval for the new MAZDA CONNECT software, make sure to use version 31	SA-048/17
Contact information cannot be loaded correctly from phones other than iPhone	Install latest software update Version 55.00.760 or later to minimize symptom.	09-010/18
Favorites disappear	Install latest software update Version 55.00.760 or later to fix symptom.	09-010/18
Pandora Radio issues	Install latest software update Version 55.00.760 or later to minimize symptom.	09-010/18
"Unable to Connect to SiriusXM Radio" Error Message	Install latest software update Version 70.00.367A or later.	Infotainment
Some menu of music source selection is grayed out	Install latest software update Version 55.00.760 or later to minimize symptom.	09-010/18
Text information of HD radio is not displayed when switching music source	Install latest software update Version 55.00.760 or later to fix symptom.	09-010/18
No audio sound	Go to Workshop Manual troubleshooting NO SOUND OUTPUT IN ALL MODES [ENTERTAINMENT SYSTEM [WITH CENTER DISPLAY]]	WSM
No CD sound	Go to Workshop Manual troubleshooting NO CD SOUND OUTPUT [ENTERTAINMENT SYSTEM [WITH CENTER DISPLAY]]	WSM

Bluetooth®

Symptom	Solution	Link
Bluetooth® device disconnects	Install latest software update Version 59.00.502 or later to improve symptom.	09-010/18
Bluetooth® connection error with internet radio applications	Install latest software update Version 59.00.502 or later to minimize symptom.	09-010/18

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Bluetooth® pairing procedure	Go to Workshop Manual troubleshooting Bluetooth® PAIRING PROCEDURE	WSM
Bluetooth® shows connected but no sound	Go to Workshop Manual troubleshooting NO Bluetooth® AUDIO AND INTERNET RADIO SOUND [ENTERTAINMENT SYSTEM [WITH CENTER DISPLAY]]	WSM
Bluetooth® phone compatibility	Go to Mazdausa.com	MUSA
iPhone disconnects	Install latest software update Version 59.00.502 or later to improve symptom.	09-010/18
iPhone name not displayed	Install latest software update Version 59.00.502 or later to fix symptom.	09-010/18
Paired BT device will not connect. Removing the paired BT device from the vehicle (but not the vehicle from the phone) results in an endless "Deleting" message.	Install latest software update Version 55.00.760 or later to minimize symptom.	09-010/18
SMS text message function does not show in center display	SMS (Short Message Service) messages received by paired phones (Android and iPhone 5 iOS 7.0 or higher) can be downloaded, displayed, and played (text to voice)	MT-011/18
When using the call button on the cell phone to make a call, the call sound is short	Install latest software update Version 55.00.760 or later to fix symptom.	09-010/18
Wrong phone connected	MAZDA CONNECT bluetooth will connect all profiles to devices in order of priority if the last device is not available.	SA-063/17
Cannot pair smart phone	Go to Workshop Manual troubleshooting Bluetooth® PAIRING NOT POSSIBLE [ENTERTAINMENT SYSTEM [WITH CENTER DISPLAY]]	WSM
No audio sound from Bluetooth®	Go to Workshop Manual troubleshooting NO Bluetooth® AUDIO AND INTERNET RADIO SOUND [ENTERTAINMENT SYSTEM [WITH CENTER DISPLAY]]	WSM
Smart phone does not reconnect	Go to Workshop Manual troubleshooting AUTOMATIC Bluetooth® CONNECTION NOT POSSIBLE	WSM

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Center Display

Symptom	Solution	Link
Hot temperature warning message	"Display is too Hot. Screen performance may be decreased until it cools" warning message displays when screen temperature is above 176 degrees Fahrenheit (80 degrees Celsius). This is a normal screen protection function.	MT-015/17
Warning guidances are displayed both for LDWS and HBC (CX-3 with LDWS and without HBC only)	Install latest software update Version 59.00.330 or later to fix symptom.	09-010/18
Rear view monitor does not show up on screen	Install latest software update Version 55.00.760 or later to fix symptom.	09-010/18
Rear view monitor is blurry	This may be caused by an aftermarket accessory device. Some aftermarket electrical devices (e.g., an accessory cell phone charger) may create excessive electrical noise. The noise may interrupt some of the vehicle electrical systems.	MT-007/18
Rear view monitor is inoperative	Go to Workshop Manual troubleshooting REAR MOUNT CAMERA IMAGE NOT OUTPUT [ENTERTAINMENT SYSTEM [WITH CENTER DISPLAY]]	WSM
Touch screen does not work or operates by itself (ghost touch)	This is caused by a touch panel failure from an improper manufacturing process of the touch panel and center display integration.	09-026/18

DTC

Symptom	Solution	Link
DTC U0323 (PCM) / U0423 (ABS) / U3000 (IC) CANNOT be deleted when the TPMS warning light flashes and/or the TCS/DSC indicator lights are illuminated.	This can happen if the ignition is turned OFF within 20 seconds after the ignition is turned ON in one of the following two situations. <ol style="list-style-type: none"> 1. The "ROOM" fuse (Engine compartment) is NOT installed when battery level is low. 2. The CMU (Connectivity Master Unit) is NOT connected. 	MT-010/18

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DTC U0100:00 [CONNECTIVITY MASTER UNIT] (communication error with PCM) is stored in memory	Install latest software update Version 59.00.330 or later to fix symptom.	09-010/18
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i-ACTIVESENSE

Symptom	Solution	Link
SCBS Unavailable or LDWS Unavailable message may be displayed	Install latest software update Version 59.00.441 or later to fix symptom.	09-010/18
SCBS, LDWS, HBC warning lights on in hot weather	<p>Combination of warning lights may include:</p> <ol style="list-style-type: none"> 1. SCBS 2. LDWS 3. HBC <p>Instrument Cluster Multi-Information Display warning messages may include:</p> <ol style="list-style-type: none"> 1. Forward Smart City Brake Support Malfunction 2. Smart Brake System Malfunction 3. Front Camera Sensor System Malfunction <p>MAZDA CONNECT center display warning messages may include:</p> <ol style="list-style-type: none"> 1. High Beam Control [HBC] / Lane-keep Assist System [LAS] Malfunction. Have the vehicle checked by a dealer if this indicator stays On. 2. Smart City Brake Support [SCBS] Malfunction. Have the vehicle checked by a dealer immediately. 	15-002/18
Active Driving Display shows different speed limit	Some customers may complain that when driving a vehicle equipped with Traffic Sign Recognition System (TSR), the Active Driving Display (AD-Display) shows a speed limit different from the actual electronic traffic signs. For example, The AD-Display shows 55 mph instead of 65 mph actually displayed on the electronic traffic sign. This may be a normal condition.	MT-002/17

Maintenance Monitor

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Symptom	Solution	Link
Improper OFF selection in the Setting Interval menu under Oil Change (CX-9 only).	Install latest software update Version 59.00.330 or later to fix symptom.	09-010/18
Resetting with "Fixed" data will not reset "Flexible" data. (CX-9 only).	Install latest software update Version 59.00.330 or later to fix symptom.	09-010/18

Navigation

Symptom	Solution	Link
Navigation or other screens freeze or reboot	Install latest software update Version 55.00.760 or later to minimize symptom.	09-010/18
Navigation or other screen turn black, freeze or reboot	Install latest software update Version 55.00.760 or later to minimize symptom.	09-010/18
Navigation does not allow to set certain cities as destination	Install latest software update Version 55.00.760 or later to minimize symptom.	09-010/18
Navigation does not announce voice guidance for street names	Install latest software update Version 55.00.760 or later to fix symptom.	09-010/18
Navigation turns to a black screen remaining the task bar	Install latest software update Version 55.00.760 or later to fix symptom.	09-010/18
Navigation - How to update maps	Mazda Toolbox is a free PC application to update navigation map for MAZDA CONNECT which can be downloaded from the MyMazda.com Website and installed.	MT-001/18
Every time the navigation is turned on, the vehicle position starts from the location (dealer) where the CMU was updated from version 55.00.650 to 55.00.750	Install latest software update Version 55.00.760 or later to fix symptom.	09-010/18
Some street names in Canada are not displayed	Install latest software update Version 55.00.760 or later to minimize symptom.	09-010/18
Turn -by-turn navigation guidance does not display on on the active driving display (for vehicles with 55.00.750)	Install latest software update Version 55.00.760 or later to fix symptom.	09-010/18

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Vehicle current position is not accurate enough	Install latest software update Version 55.00.760 or later to minimize symptom.	09-010/18
Invalid SD Card	<ol style="list-style-type: none"> When installing a navigation SD card, confirm that the card is unlocked. Also, Mazda Does Not Recommend swapping navigation system SD cards from one vehicle to another for testing. If swapped, the SD card that is installed into the other vehicle becomes “linked” to the VIN of that vehicle. Confirm Navi SD card VIN is locked to the correct vehicle 	<ol style="list-style-type: none"> MT-001/18 Check VIN Lock
Wrong speed limits shown in country information	Fix is pending	MT-032/16
Navigation and/or Sirius XM radio is inoperative	Some lower trim models equipped with the MAZDA CONNECT Infotainment System are NOT equipped with Navigation or SIRIUS XM Radio. Customers may add a Mazda Navigation system accessory; however, SIRIUS XM radio cannot be added.	MT-007/15
Navigation map is not displayed	<ol style="list-style-type: none"> Go to Workshop Manual troubleshooting MAP IS NOT DISPLAYED [ENTERTAINMENT SYSTEM [WITH CENTER DISPLAY]] Confirm Navi SD card VIN is locked to the correct vehicle 	<ol style="list-style-type: none"> WSM Check VIN Lock
No Navigation voice guidance	Go to Workshop Manual troubleshooting NO NAVIGATION GUIDANCE VOICE OUTPUT [ENTERTAINMENT SYSTEM [WITH CENTER DISPLAY]]	WSM

Noise

Symptom	Solution	Link
Noise from inside front door panel when playing the audio system	Unusual noise coming from inside the front door panel when playing the audio system. This is caused by the damper coming off the speaker frame due to corrosion on the speaker back frame. To correct the issue, a plating process was added at the supplier beginning on November 13, 2015.	09-012/17

Reboot / Frozen Screen / Slow Response

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Symptom	Solution	Link
Reboots constantly	1) Disconnect the negative battery cable for 5 minutes. 2) Reconnect the negative battery cable and recheck the system. If the system now works properly, update it to the latest software version and retest. Return the vehicle to the customer if everything is working correctly.	---
Shuts down and does not reboot	Some vehicles may experience the Mazda Connect infotainment system shutting down within a few minutes after the ignition is turned on, and will not reboot. It will only reboot after the ignition is turned off and then on again. This is caused by an internal malfunction of the connectivity master unit (CMU) hardware.	09-044/15
Slow start up	Install latest software update Version 59.00.502 or later to improve symptom.	09-010/18
Slow operational response	Install latest software update Version 59.00.502 or later to improve symptom.	09-010/18
Unexpected reboots and blank or frozen screens	Install latest software update Version 59.00.502 or later to minimize symptom.	09-010/18
Blank screen	Go to Workshop Manual troubleshooting IMAGE NOT OUTPUT IN ALL MODES [ENTERTAINMENT SYSTEM [WITH CENTER DISPLAY]].	WSM
CX-9 - Center Display Turns Black While Driving	This concern may be caused by internal noise within the center display, which disturbs the integrated DC-DC converter and results in no power for the display. To eliminate this concern, the hardware for the center display has been modified.	09-034/17

USB / Aux

Symptom	Solution	Link
USB audio device slow response	Install latest software update Version 59.00.502 or later to improve symptom.	09-010/18
Smart Phone will not charge when connected to the USB port	The vehicle's USB port allows data transfer between a customer's device and the vehicle's infotainment system. Some devices may exceed the maximum electric current produced by the USB port. The device may not operate or charge when connected.	MT-022/15

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System does not recognize USB/SD card	Install latest software update Version 55.00.760 or later to minimize symptom.	09-010/18
USB device fails to start playing, resume or display music information. BT audio device fails when starting to play, resume or connect	Install latest software update Version 55.00.760 or later to minimize symptom.	09-010/18
No audio sound from USB	Go to Workshop Manual troubleshooting NO USB AUDIO SOUND OUTPUT [ENTERTAINMENT SYSTEM [WITH CENTER DISPLAY]]	WSM
No audio sound from Aux	Go to Workshop Manual troubleshooting NO AUX AUDIO SOUND OUTPUT [ENTERTAINMENT SYSTEM [WITH CENTER DISPLAY]]	WSM

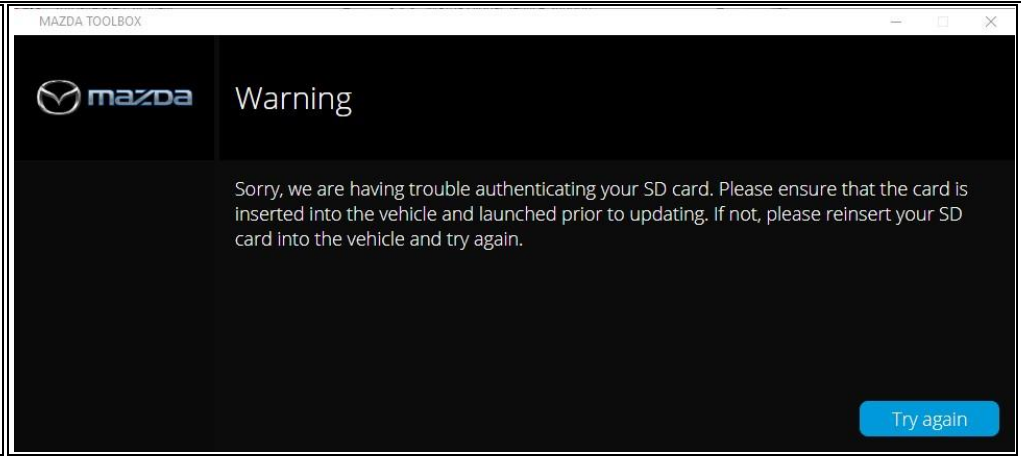
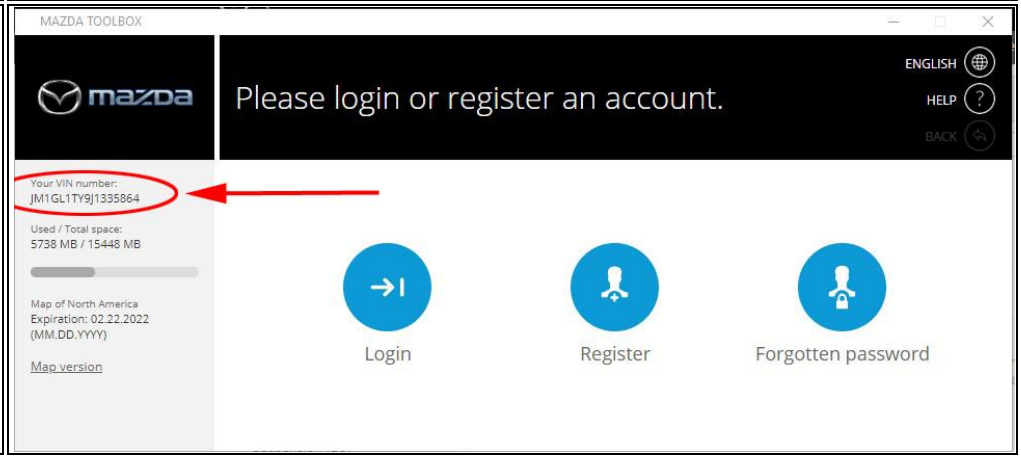
Voice Command

Symptom	Solution	Link
Voice Command does not recognize command	Go to Workshop Manual troubleshooting VOICE OPERATION NOT POSSIBLE [ENTERTAINMENT SYSTEM [WITH CENTER DISPLAY]]	WSM
When asking for current location with voice command "Where am I?", the system responds with "Your location is comma."	Install latest software update Version 55.00.760 or later to fix symptom.	09-010/18

How to Check Navi SD Card VIN Lock

Go to Mazda Toolbox (Version 4)

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<p>Navi SD Card VIN Unlocked (Mazda Toolbox will not read card)</p>	 <p>The screenshot shows a 'Warning' message from Mazda Toolbox. The text reads: 'Sorry, we are having trouble authenticating your SD card. Please ensure that the card is inserted into the vehicle and launched prior to updating. If not, please reinsert your SD card into the vehicle and try again.' A 'Try again' button is visible at the bottom right.</p>
<p>Navi SD Card VIN Locked (VIN is displayed)</p>	 <p>The screenshot shows the 'Please login or register an account.' screen in Mazda Toolbox. On the left side, the VIN number 'JM1GL1TY9J1335864' is displayed and circled in red. A red arrow points from the text 'Your VIN number: JM1GL1TY9J1335864' to the circled VIN. Other elements include 'Used / Total space: 5738 MB / 15448 MB', 'Map of North America Expiration: 02.22.2022 (MM.DD.YYYY)', and buttons for 'Login', 'Register', and 'Forgotten password'.</p>

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