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| Subject: MAZDA CONNECT SYMPTOM TROUBLESHOOTING (7TH GENERATION VEHICLES) | Service Alert No.: SA-027/20 |
| | Last Issued: 06/23/2020 |

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-027/20 | 04/08/20 and 02/11/20 |
| SA-042/19 | 03/19/2020, 12/12/19 and 09/25/19 |

APPLICABLE MODEL(S)/VINS

2019-2020 Mazda3
2020 CX-30

MAZDA CONNECT Software Version 11002 NOTE:

“2019 Mazda3 owners may notice an icon in their infotainment’s display that indicates Mazda Connected Services. This new feature is a global technology and designed with the latest version of Mazda Connect™. At this time, the service is not active for 2019 Mazda3 vehicles in the U.S. Any updates to the service will be announced at the appropriate time.”



DESCRIPTION

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

REPAIR PROCEDURE

NOTE: Before proceeding:

- Document the vehicle current MAZDA CONNECT CMU software version.
- Confirm that the Connectivity Master Unit (CMU) is updated to the latest software version.
 - Go to MGSS - Infotainment - MAZDA CONNECT Updates
 - Go to TSB 16-001/20 to view MAZDA CONNECT CMU software fix list.
- 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. 8 Voice Recognition Does Not Work
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- No. 10 Cannot Play Bluetooth Audio
- No. 11 How to Check Navi SD Card VIN Lock

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 |
| 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 there a device connected to the USB port? | Yes | Go to step 6. |
| | | No | Go to step 7. |

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| | | | |
|----|---|-----|---|
| 6 | Disconnect the USB device. Does the display function properly after USB device is disconnected? | Yes | USB device is not compatible |
| | | No | Go to step 7. |
| 7 | Is the connector for the Center Display inserted correctly | Yes | Go to step 8. |
| | | No | Insert the connector correctly. |
| 8 | Are the connectors for the CMU inserted correctly? | Yes | Go to step 9. |
| | | No | Insert the connectors correctly. |
| 9 | Is the voltage at the CMU, PWR CTRL OUT (0920-101A Terminal 1S SB wire) of the CMU normal? | Yes | Go to step 10. |
| | | No | Go to step 11. |
| 10 | Swap the Center Display with good known vehicle. Is the screen display normal? | Yes | Check / Replace the Center Display. |
| | | No | Go to step 11. |
| 11 | Swap the CMU with good known vehicle. Is the screen display normal? | Yes | Check / Replace the CMU. 1. Retrieve the data log if possible before replacing the CMU 2. Document date and time of the condition |
| | | 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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| | | | |
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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 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. 1. Retrieve the data log if possible before replacing the CMU 2. Document date and time of the condition |
| | | 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 | Is there a device connected to the USB port? | Yes | Go to step 4. |
| | | No | Go to step 5. |
| 4 | Disconnect the USB device. Does the reboot continue after USB device is disconnected? | Yes | USB device is not compatible |
| | | No | Go to step 5. |
| 5 | Does the reboot continue after ignition key OFF then back ON? | Yes | Go to step 6. |
| | | No | Check / Replace the CMU. 1. Retrieve the data log if possible before replacing the CMU 2. Document date and time of the condition |

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| 6 | Does the reboot continue after vehicle battery disconnect? | Yes | Check / Replace the CMU. 1. Retrieve the data log if possible before replacing the CMU 2. Document date and time of the condition |
| | | 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. |
| 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 1. Retrieve the data log if possible before replacing the CMU 2. Document date and time of the condition |
| 6 | Can you hear sound after raising the volume of audio? | Yes | Normal Operation |
| | | No | Go to step 7. |
| 7 | Source: USB/iPod Are there any problems with the media and the music files? Source: Radio Are there any problems with the antenna and the reception? Source: Bluetooth Audio Are there any problems with Bluetooth? | Yes | Source: USB/iPod Check the media and the compatible files. Source: Radio Check the antenna, the reception, and the Remote Tuner side. Source: Bluetooth Audio Check the Bluetooth connection and the Bluetooth device. |
| | | No | Go to step 8. |

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| | | | |
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| 8 | Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" Perform Functional Inspection/Adjustment - Active Speaker Check Function - Speaker Inspection. Did the Speaker Inspection Pass? | Pass | Check / Replace the CMU. Retrieve 1. Retrieve the data log if possible before replacing the CMU 2. Document date and time of the condition |
| | | 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. 1. Retrieve the data log if possible before replacing the CMU 2. Document date and time of the condition |
| | | No | Repair/Replace wiring harness. Go to MGSS View Content - Wiring Diagram - Body and Accessories - Entertainment System. |

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. |

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| | | 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. 1. Retrieve the data log if possible before replacing the CMU 2. Document date and time of the condition |
| | | 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. 1. Retrieve the data log if possible before replacing the CMU 2. Document date and time of the condition |
| | | 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. 1. Retrieve the data log if possible before replacing the CMU 2. Document date and time of the condition |

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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. Does Bluetooth work correctly? | Yes | Normal Operation |
| | | No | Go to step 6. |
| 6 | Go to http://infotainment.mazdahandsfree.com Web Site. 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. 1. Document device model, software version and occurrence of the condition. 2. Retrieve the data log if possible before replacing the CMU 3. Document date and time of the condition |
| 8 | | Yes | Vehicle operation is normal. |

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| | | | |
|--|---|----|--|
| | Reboot the customers device. Does Bluetooth work correctly? | No | Check / Replace the CMU. 1. Document device model, software version and occurrence of the condition. 2. Retrieve the data log if possible before replacing the CMU 3. Document date and time of the condition |
|--|---|----|--|

No. 7 Incorrect GPS position

| 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 Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" Perform Functional Inspection/Adjustment - Navi System Inspection - Check GPS Received Level. 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? - B119F:13, GPS antenna signal circuit malfunction (short to power or open circuit) - 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. |

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| | | No | Go to step 7. |
| 7 | Replace GPS antenna. Does the Navigation system show correct position? | Yes | Repair completed. |
| | | No | Check / Replace the CMU. 1. Retrieve the data log if possible before replacing the CMU 2. Document date and time of the condition |
| 8 | Using M-MDS, is DTC B119F:49 stored? (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. |
| | | No | Check / Replace the CMU. 1. Retrieve the data log if possible before replacing the CMU 2. Document date and time of the condition |
| 11 | Check / Replace the CMU. Retrieve CMU data log if possible before replacing CMU. Did DTC B119F:49 clear? | Yes | Repair completed. |
| | | No | Repair / Replace GPS antenna. |

NOTE: Remove aftermarket GPS devices that may interfere with vehicle GPS antenna.
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)]" 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. |

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| 3 | Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" Perform Functional Inspection/Adjustment - Microphone Inspection - Did the Microphone Inspection Pass? | Pass | Check / Replace the CMU. 1. Retrieve the data log if possible before replacing the CMU 2. Document date and time of the condition |
| | | 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. |
| 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. Does Bluetooth work correctly? | Yes | Normal Operation |
| | | No | Go to step 7. |
| 7 | Go to http://infotainment.mazdahandsfree.com Web Site. 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. |

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| 10 | Is the Bluetooth device in a place where radio waves may be blocked? (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. 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. 1. Document device model, software version and occurrence of the condition. 2. Retrieve the data log if possible before replacing the CMU 3. Document date and time of the condition |
| | | No | Go to No. 8 Voice Recognition Does Not Work |

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. |

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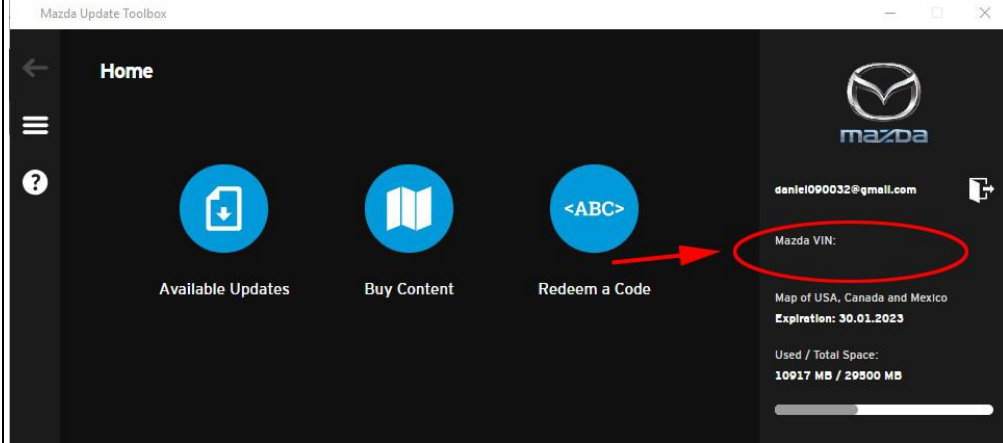
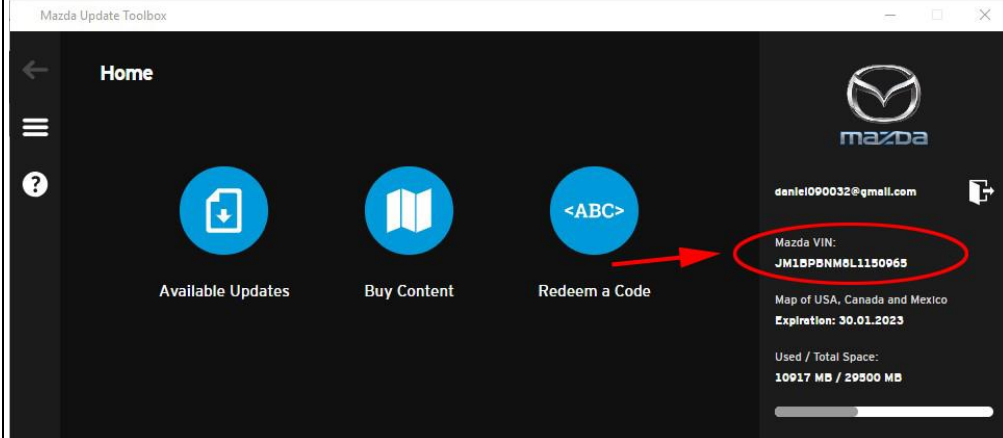
| | | | |
|----|--|-----|--|
| | | No | Enable Bluetooth on the customers device. |
| 3 | Is the customers device data service strength good? | Yes | Go to step 4. |
| | | No | Move to a location where data service strength is good and retest. |
| 4 | Is the customers device battery strength good? | 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. Does Bluetooth work correctly? | Yes | Normal Operation |
| | | No | Go to step 8. |
| 8 | Go to http://infotainment.mazdahandsfree.com Web Site. 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? (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. |
| 13 | | Yes | Disconnect other USB device. |

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| | | | |
|--|---|-----------|--|
| | <p>Is a Bluetooth device and a USB device connected at the same time?</p> | <p>No</p> | <p>Check / Replace the CMU.</p> <ol style="list-style-type: none"> 1. Document device model, software version and occurrence of the condition. 2. Retrieve the data log if possible before replacing the CMU 3. Document date and time of the condition |
|--|---|-----------|--|

No. 11 How to Check Navi SD Card VIN Lock

Go to Mazda Toolbox (Version 5)

| | |
|---|--|
| <p>Navi SD Card VIN Unlocked (VIN is blank)</p> |  |
| <p>Navi SD Card VIN Locked (VIN is present)</p> |  |

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