



<b>Subject:</b>  AUDIO STATIC SOUND FROM SPEAKERS	<b>Service Alert No.:</b> SA-067/20
	<b>Last Issued:</b> 09/18/2020

## APPLICABLE MODEL(S)/VINS

2020 CX-30

## DESCRIPTION

Some customers may experience an intermittent static sound coming from the audio speakers.

- After ignition key OFF
- While driving (key ON).
- When opening the driver's door to enter the vehicle.

The infotainment system may recover after:

- IGN OFF - ON
- Removing and installing the Audio fuse.
- Disconnecting and reconnecting the battery terminal.

Video examples of audio static sound are attached.

## REPAIR PROCEDURE

1. Verify customer concern.

**NOTE:** The concern is intermittent so it may be difficult to duplicate at the dealer.

2. Find out from the customer if the concern has occurred once or multiple times.

- If the concern has only occurred once, DO NOT perform any repairs at this time. Inform the customer that Mazda is aware of the issue and is working on a repair.
- If the concern has occurred multiple times, contact Hotline for the latest repair information.

**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.