Mazda North American Operations Irvine, CA 92618-2922



Subject:

AUDIO STATIC SOUND FROM SPEAKERS

Service Alert No.: SA-067/20

Last Issued: 10/02/2020

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-067/20	09/18/20

APPLICABLE MODEL(S)/VINS

2020 CX-30

DESCRIPTION

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

- After ignition OFF.
- While driving (ignition 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.

NOTE: Video examples of audio static sound are attached.

REPAIR PROCEDURE

Update the Audio Amp software version to AMP_7000A0B-0000_0018.kwi

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 Verify customer concern. NOTE: The concern is intermittent so it may be difficult to duplicate at the dealer. Prepare a USB memory which only contains the update software. File name: AMP_7000A0B-0000_0018.kwi Turn the ignition to ACC. NOTE: Use ACC ON (not IG ON) in order to prevent battery discharge. Wait for MAZDA CONNECT to startup. Press and hold the Volume/Mute button (1), then press and hold the Music (2) and Favorite (3) buttons at the same time for 3-5 seconds and the Factory/Service Information Screen will appear. 	
6. Select Service Information.	Factory/Service Inspection Diagnostic Test Functional Inspection/Adjustment. Service Information Device Program Update End Diag Mode
7. Select Connected Device Information.	Service Information Connected Device Information Backup Restore Personal Information Deletion TCU Linked Information
8. Select AMP.	Connected Device Information CMU AMP RT DISP MIC COMMANDER
9. Verify [Device Name/Ver.: Package / 10001] and [Part No.: DFR7-66A20]	Device Version Information AMP Manufacturer Name : BOSE Device Name/Ver. : Package / 10001 Device Name/Ver. : A / 010200 Serial No. : 00000000014929 Part No. : DFR7-66A20-

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 Insert the USB memory stick prepared at step 2 into a vehicle USB port. Return to [Factory / Service Inspection] screen Select Device Program Update. 	Factory/Service Inspection Diagnostic Test Functional Inspection/Adjustment Service Information Device Program Update End Diag Mode
13. Select System Update.	Device Update System Update Owner's Manual Update Disc Player Update Status
14. Select USB.	Select Update Source Choose the source location of the update files. USB Over the Air Update
15. Select AMP-AUDIO - OK - OK.	Update File(s) Selection Package Name Current Version Image: AMP-AUDIO 10001 Update Confirmation Update Confirmation Update AMP-AUDIO? CANCEL OK Loading Completed Update file(s) loaded. Ready to begin updating file(s).

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16. Follow instructions shown on the screen.	AMP-AUDIO Update 1/1 50% Completed
17. When the update is complete, press the	Device Version Information AMP
commander knob to reboot the infotainment system.	Manufacturer Name : BOSE
18. Remove the USB memory stick from the USB	Device Name/Ver. : Package / 10002
port.	Device Name/Ver. : A / 010300
19 Repeat step 1-9 and verify [Package / 10002]	Serial No. 0000000014929
15. Repeat step 4-5 and verify [rackage / 10002].	Part No. DFR7-66A20-

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WARRANTY INFORMATION

NOTE:

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	А
Symptom Code	61
Damage Code	9W
Part Number Main Cause	DFR766A20 or DGH966A20 (Use GEPC with VIN for correct P/N)
Quantity	0
Operation Number / Labor Hours:	YY817XRX / 0.4 Hrs.

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