



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.

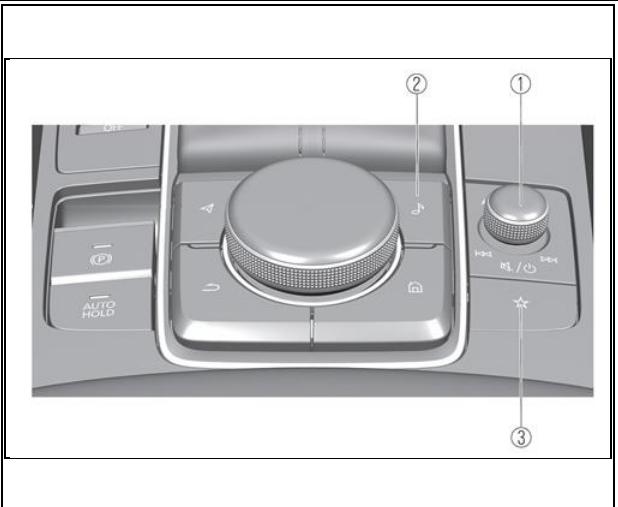
NOTE: Video examples of audio static sound are attached.

REPAIR PROCEDURE

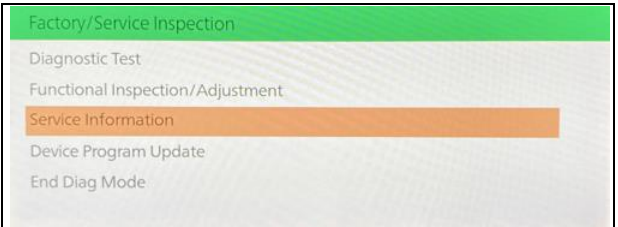
Update the Audio Amp software version to [AMP_7000A0B-0000_0018.kwi](#)

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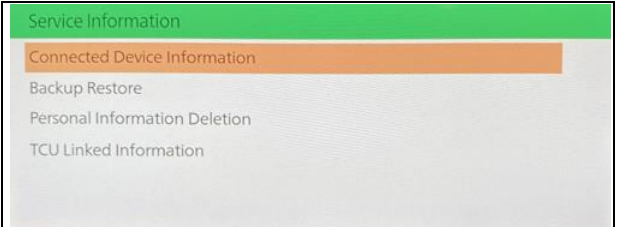
1. Verify customer concern.
NOTE: The concern is intermittent so it may be difficult to duplicate at the dealer.
 2. Prepare a USB memory which only contains the update software.
File name: AMP_7000A0B-0000_0018.kwi
 3. Turn the ignition to ACC.
NOTE: Use ACC ON (not IG ON) in order to prevent battery discharge.
 4. Wait for MAZDA CONNECT to startup.
 5. 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.



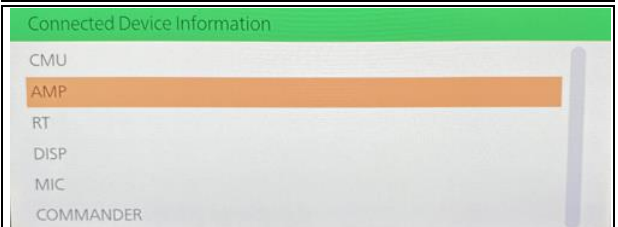
6. Select Service Information.



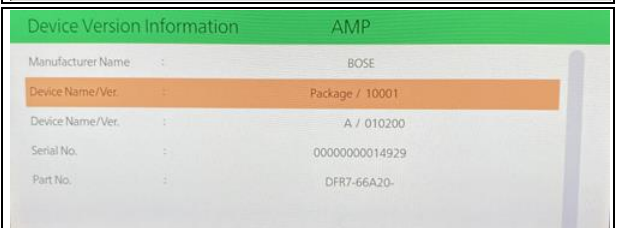
7. Select Connected Device Information.



8. Select AMP.



9. Verify [Device Name/Ver.: Package / 10001] and [Part No.: DFR7-66A20]

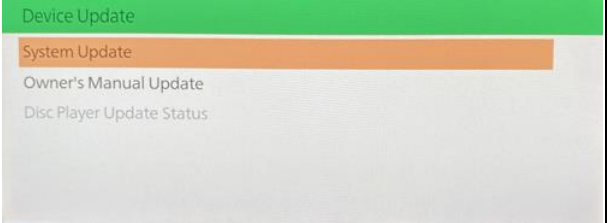


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10. Insert the USB memory stick prepared at step 2 into a vehicle USB port.
 11. Return to [Factory / Service Inspection] screen
 12. Select Device Program Update.



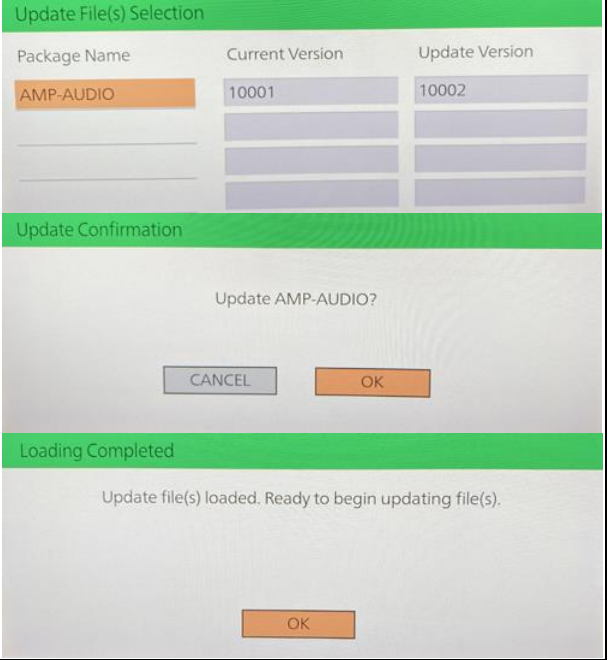
13. Select System Update.



14. Select USB.

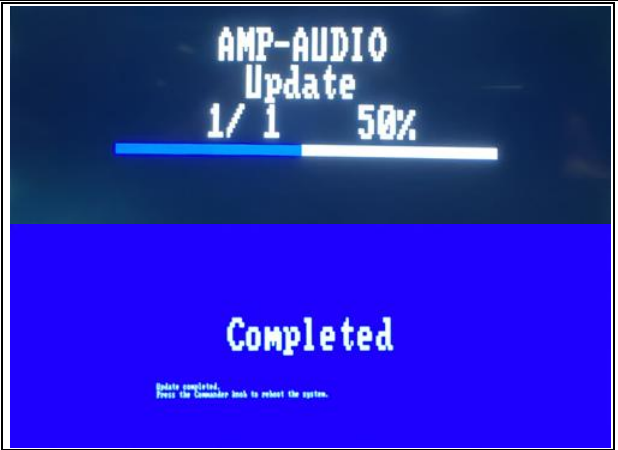


15. Select AMP-AUDIO - OK - OK.



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16. Follow instructions shown on the screen.



- 17. When the update is complete, press the commander knob to reboot the infotainment system.
- 18. Remove the USB memory stick from the USB port.
- 19. Repeat step 4-9 and verify [Package / 10002].
- 20. Verify repair.



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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	A
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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