

Subject: LOUD STATIC NOISE FROM SPEAKERS (WITH BOSE AUDIO)	Bulletin No.: 09-038/20
	Last Issued: 12/14/2020

APPLICABLE MODEL(S)/VINS

2020-2021 CX-30 equipped with Bose® Audio

DESCRIPTION

Some vehicles equipped with a Bose® audio system may produce a loud static noise from some or all of the speakers when the engine is running or not. The noise may be caused by faulty audio amplifier control software. To eliminate this concern, the audio amplifier control software has been modified.

Customers having this concern should have their vehicle repaired using the following repair procedure.

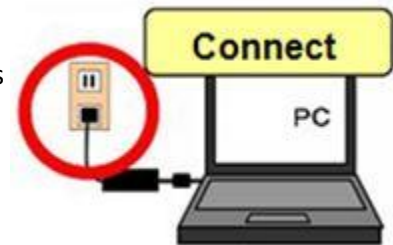
REPAIR PROCEDURE

1. Verify the customer concern.
2. Update the audio amplifier (AMP) control software according to following procedure.

AMP SOFTWARE VERSION CHECK:

NOTE:

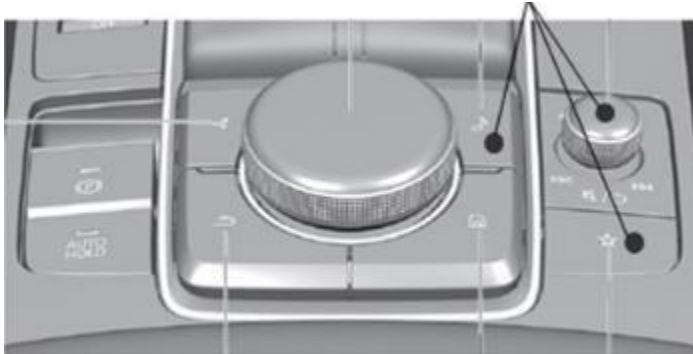
1. Make sure the connection between the PC connector and USB port is firmly connected.
2. During reprogramming, connect a battery charger (maintain 10A - 15A charge) to the vehicle to stabilize voltage fluctuations.



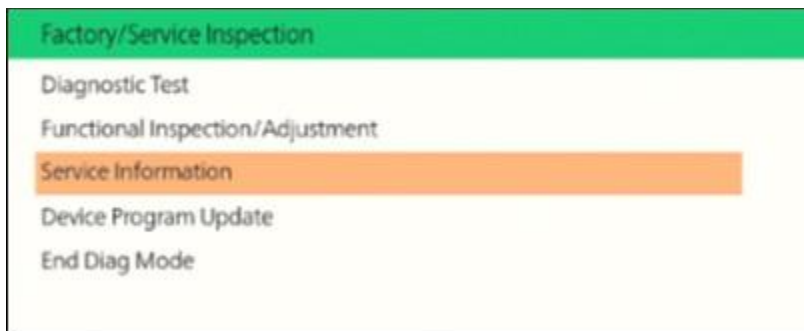
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Before AMP Software Reprogramming:

1. Turn the ACC or ignition on with the push button start.
2. Press and hold the following three (3) buttons (Volume/Mute, Music and Favorites) for 3-5 seconds. The "Factory/Service Inspection" screen will appear.



3. Select "Service Information".



4. Select "Connected Device Information".



5. Select "AMP".
6. Check the AMP version.

Example: "Device Name/Ver.: Package / 10001" (1) and "Part No.: DFR7-66A20" (2).

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Device Version Information		AMP
Manufacturer Name	:	BOSE
Device Name/Ver.	:	Package / 10001 ①
Device Name/Ver.	:	A / 010200
Serial No.	:	00000000000142
Part No.	:	DFR7-66A20 ②

NOTE:

- If "10001" appears next to "Package /" (as shown above), proceed to "**AMP SOFTWARE REPROGRAMMING PROCEDURE**".
- If anything other than "10001" appears next to "Package /", this service information is **not** applicable. Diagnose the noise according to the instructions on MGSS online.

AMP SOFTWARE REPROGRAMMING PROCEDURE:

1. Download the update software file from MGSS online onto a USB memory flash drive.

NOTE:

- Confirm USB memory flash drive has no other data on it.
- The USB memory flash drive should only be used for the AMP update to avoid the security risks.

2. Download the latest software (there is only one file "**AMP_7000A0B-0000_0018.kwi**") to the USB memory flash drive from MGSS / Infotainment / MAZDA CONNECT Updates.

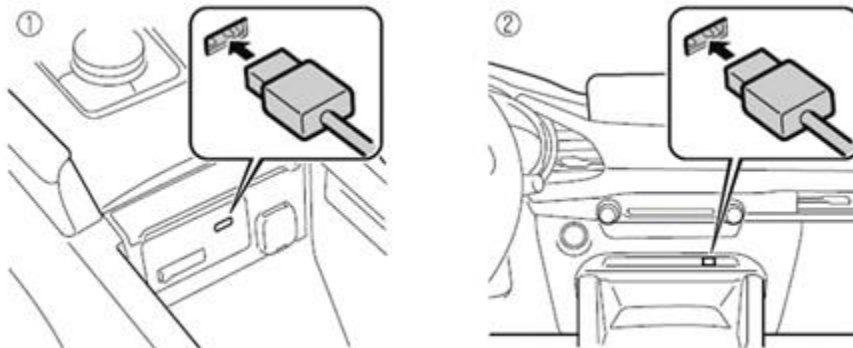
3. Turn the ACC or ignition on with the push button start.

NOTE:

- The update should only take about 10 minutes. Check the vehicle 15 minutes after the update starts so the battery does not discharge.
- The vehicle is not equipped with the ignition auto shut-off function like previous models.

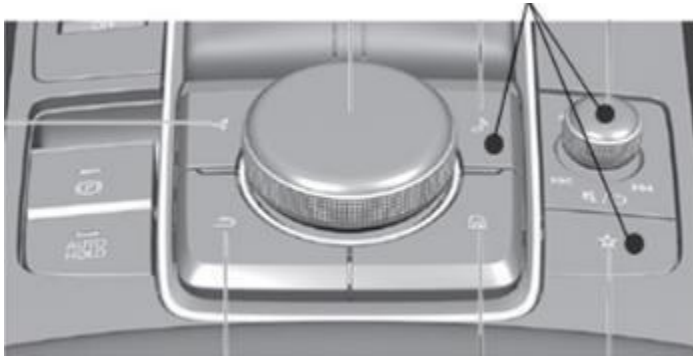
4. Insert the USB memory flash drive into the vehicle's USB port.

NOTE: Either vehicle's USB port can be used.



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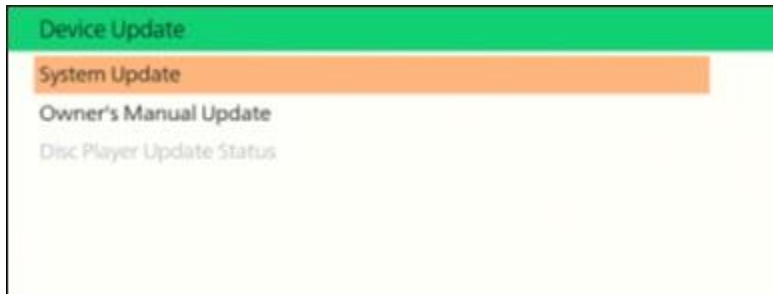
5. Press and hold the following three (3) buttons (Volume/Mute, Music and Favorites) for 3-5 seconds. The "Factory/Service Inspection" screen will appear.



6. Select "Device Program Update".



7. Select "System Update".



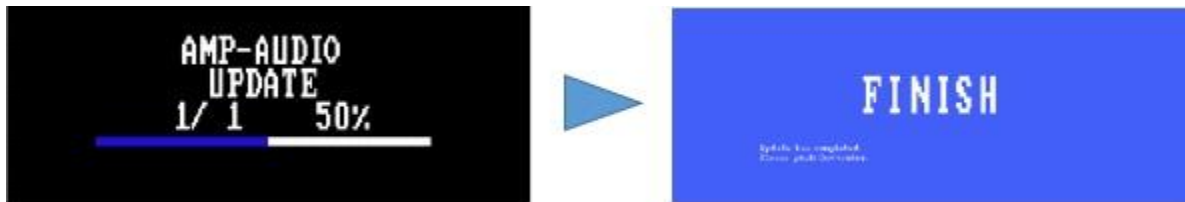
8. Select "USB" and check for the update file to start.

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9. Select "AMP-AUDIO" and follow the instructions on the screen.

NOTE: DO NOT switch the ignition or ACC off. DO NOT remove the USB memory flash drive until all the update files have been installed.



10. After the update is finished, remove the USB memory flash drive from the vehicle's USB port.

11. Press the Commander knob to reboot the system.

12. Verify the AMP software version is "Package / 10002" (1) according to the previous "AMP SOFTWARE VERSION CHECK".



13. After reprogramming, delete all DTCs, then perform self-test and verify no DTCs are stored.

NOTE: After reprogramming, communication error related DTCs may be stored. This is normal operation and these DTCs can be deleted.

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14. Verify the repair.

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	57
Damage Code	9W
Part Number Main Cause	5555-66-A20
Quantity	0
Operation Number / Labor Hours:	XXS87XFX / 0.3 Hr.

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