

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: UNABLE TO ANSWER IPHONE INCOMING CALL VIA BLUETOOTH	Service Alert No.: SA-016/21
	Last Issued: 02/03/2021

APPLICABLE MODEL(S)/VINS

2021 CX-5
2021 CX-9

DESCRIPTION

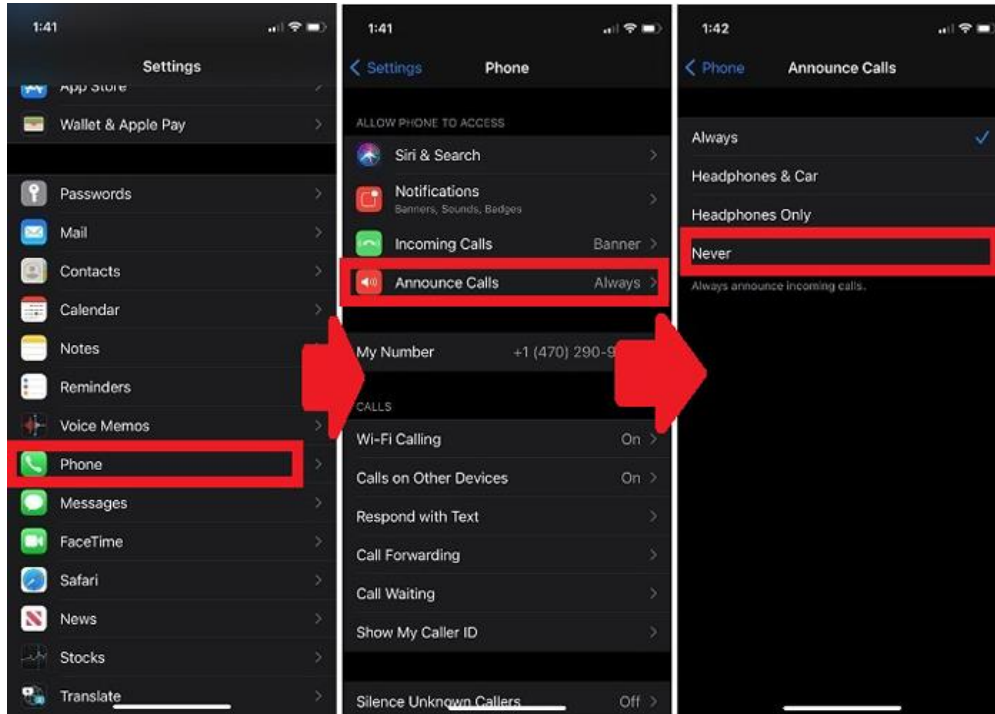
Some customers may complain about not being able to answer an iPhone incoming call via Bluetooth using the steering wheel controls or the commander switch. The infotainment center display answer button may be grayed out. This may be caused by an iPhone phone setting with iOS 14.2 and iOS 14.3.

No vehicle repair is needed.

Workaround iPhone Setting Change

1. Go to Settings.
2. Select Phone
3. Select Announce Calls
3. Select "Never"

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.



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