

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: INFOTAINMENT REBOOT WITH NAVIGATION SD CARD INSTALLED	Service Alert No.: SA-014/21
	Last Issued : 04/07/2021

BULLETIN NOTES

This Service Alert supersedes the previously issued Service Alert(s) listed below: The changes are noted in Red.

Previous Service Alert(s)	Date(s) Issued
SA-014/21	03/23/21, 03/18/21 and 02/02/21

APPLICABLE MODEL(S)/VINS

2019-2021 Mazda3

2020-2021 CX-30

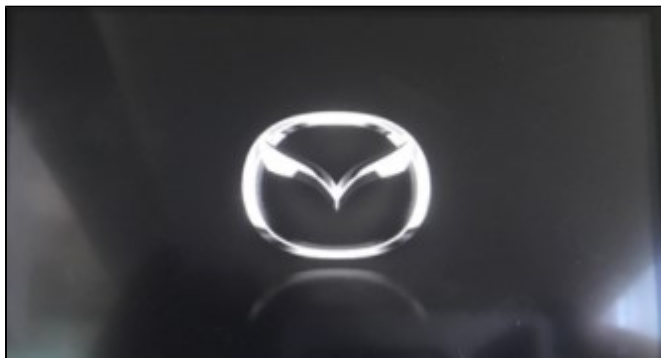
2021 CX-5

2021 CX-9

DESCRIPTION

Some customers may complain about an infotainment reboot and the infotainment system recovers if the Navigation SD card is removed (see attached video).

NOTE: This concern may be present on a 2019-2020 Mazda3 or a 2020 CX-30 after the customer updates the Navigation SD card map software using Mazda Toolbox.



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

REPAIR PROCEDURE

1. Verify customer concern.

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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.

2.

CX-5 and CX-9	Reflash CMU software to version 7000C0A-NA03_11026 or later. Go to MGSS -> Infotainment - MAZDA CONNECT Update
Mazda3 and CX-30 Non-Turbo	Reflash CMU software to version 7000C0A-NA01_12002 or later. Go to MGSS -> Infotainment - MAZDA CONNECT Update
Mazda3 and CX-30 Turbo	Reflash CMU software to version 7000C0A-NA04_12002 or later. Go to MGSS -> Infotainment - MAZDA CONNECT Update

3. Verify repair.

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