Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

Subject:	
MAZDA CONNECT SYMPTOM TROUBLESHOOTING (7TH GENERATION VEHICLES)	Service Alert No.: SA-027/21 Last Issued : 06/24/2021

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-027/21	04/07/21
SA-027/20	10/16/20, 09/22/20, 09/11/20, 07/16/20, 06/23/20, 04/08/20, 03/19/2020 and 02/11/20
SA-042/19	12/12/19 and 09/25/19

APPLICABLE MODEL(S)/VINS

2019-2021 Mazda3
2020-2021 CX-30
2021 CX-5
2021 CX-9

DESCRIPTION

Customers having MAZDA CONNECT concerns should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

NOTE: Before proceeding:

- Document the vehicle current MAZDA CONNECT CMU software version.
- Confirm that the Connectivity Master Unit (CMU) is updated to the latest software version.
  - Go to MGSS -> Infotainment -> MAZDA CONNECT Updates
  - Go to TSB 16-001/20 to view MAZDA CONNECT CMU software fix list.
- Confirm that the customers device is compatible. Go to connect.mazda.com -> Support -> Compatibility.
- Confirm that the customers device is updated to the latest software version.
- If CMU log data collection is necessary, collect the data and continue troubleshooting using this document. If no failure is found, release the vehicle to the customer and inform them that the infotainment system data is being analyzed. Hotline will contact you at a later date with the results.
- Apple Carplay/Android Auto FAQ, go to SA-001/19.

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No. 1 Blank Screen

Step	Inspection	Result	Action
1	Is the Rear View Camera displayed?	Yes	Go to step 2.
		No	Refer to No. 2. Rear View Camera is not displayed
2	Press and hold the Power Button. Is the screen displayed correctly?	Yes	Normal Operation
		No	Go to step 3.
3	Press the "HOME" button. Is the HOME screen displayed correctly?	Yes	Normal Operation
		No	Go to step 4.
4	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis
		No	Go to step 5.
5	Is there a device connected to the USB port?	Yes	Go to step 6.
		No	Go to step 7.
6	Disconnect the USB device. Does the display function properly after USB device is disconnected?	Yes	USB device is not compatible
		No	Go to step 7.
7	Is the connector for the Center Display inserted correctly	Yes	Go to step 8.
		No	Insert the connector correctly.
8	Are the connectors for the CMU inserted correctly?	Yes	Go to step 9.
		No	Insert the connectors correctly.
9	Is the CMU voltage out (PWR CTRL OUT) at 0920-101A Terminal 1S, SB wire, of the CMU normal?	Yes	Go to step 10.
		No	Go to step 11.
10	Swap the Center Display with good known vehicle. Is the screen display normal?	Yes	Check / Replace the Center Display.
		No	Go to step 11.
11	Swap the CMU with good known vehicle. Is the screen display normal?	Yes	Check / Replace the CMU. • Retrieve the data log if possible before replacing the CMU • Document date and time of the condition
		No	Repair / Replace wiring harness. Go to MGSS View Content -> Wiring Diagram -> Body and Accessories -> Entertainment System.

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No. 2 Rear View Camera is not displayed

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis
		No	Go to step 2.
2	Is the vehicle equipped with 360 View Monitor?	Yes	Go to step 3.
		No	Go to step 4.
3	Is the Front Camera and Side Cameras displayed normally?	Yes	Check / Replace the 360 View Monitor control unit.
		No	Go to step 4.
4	Are images other than the Rear View Camera displayed?	Yes	Go to step 5.
		No	Go to No. 1 Blank Screen.
5	Is the connector for the Rear View Camera Inserted correctly?	Yes	Go to step 6.
		No	Insert the connector correctly.
6	Is the connector for the Center Display Inserted correctly	Yes	Go to step 7.
		No	Insert the connector correctly
7	Are the connectors for the CMU Inserted correctly	Yes	Go to step 8.
		No	Insert the connectors correctly
8	Swap the Rear View Camera with good known vehicle. Is the screen display normal?	Yes	Check / Replace the Rear View Camera See TSB 09-021/19
		No	Go to Step 9
9	Swap the CMU with good known vehicle. Is the screen display normal?	Yes	Check / Replace the CMU. • Retrieve the data log if possible before replacing the CMU • Document date and time of the condition
		No	Repair / Replace wiring harness. Go to MGSS View Content -> Wiring Diagram -> Body and Accessories -> Entertainment System.

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No. 3 Rebooting

Step	Inspection	Result	Action
1	Is the customers device a Doro 7050, 7060 phone that is connected by bluetooth?	Yes	Update CMU software version to 7000C0A-NA01_11006 or later.
		No	Go to next step
2	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis
		No	Go to step 3.
3	Does the reboot continue after removing the Navigation SD card?	Yes	Go to step 4.
		No	Check / Replace the Navigation SD card. Go to SA-014/21 if applicable
4	Is there a device connected to the USB port?	Yes	Go to step 5.
		No	Go to step 6.
5	Disconnect the USB device. Does the reboot stop after USB device is disconnected?	Yes	USB device is not compatible
		No	Go to step 6.
6	Does the reboot continue after ignition key OFF then back ON?	Yes	Go to step 7.
		No	Check / Replace the CMU. • Retrieve the data log if possible before replacing the CMU • Document date and time of the condition
7	Does the reboot continue after vehicle battery disconnect?	Yes	Check / Replace the CMU. • Retrieve the data log if possible before replacing the CMU • Document date and time of the condition
		No	No repair needed.

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No. 4 Infotainment System Has No Sound

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis
		No	Go to step 2.
2	Is sound normal other than navigation guidance?	Yes	Go to step 3.
		No	Go to step 4.
3	Can you hear the voice after raising the navigation volume?	Yes	Normal Operation.
		No	Go to step 5.
4	Can you hear sound after turning on audio mode?	Yes	Normal Operation.
		No	Go to step 6.
5	Replace the Navigation SD Card. Can you hear voice after Navigation SD Card replacement?	Yes	Complete
		No	Check / Replace the CMU. Retrieve • Retrieve the data log if possible before replacing the CMU • Document date and time of the condition
6	Can you hear sound after raising the volume of audio?	Yes	Normal Operation
		No	Go to step 7.
7	<< Source: USB/iPod >> Are there any problems with the media and the music files? << Source: Radio >> Are there any problems with the antenna and the reception? << Source: Bluetooth Audio >> Are there any problems with Bluetooth?	Yes	<< Source: USB/iPod >> Check the media and the compatible files. << Source: Radio >> Check the antenna, the reception, and the Remote Tuner side. << Source: Bluetooth Audio >> Check the Bluetooth connection and the Bluetooth device.
		No	Go to step 8.
8	Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" Perform Functional Inspection/Adjustment -> Active Speaker Check Function -> Speaker Inspection. Did the Speaker Inspection Pass?	Pass	Check / Replace the CMU. Retrieve • Retrieve the data log if possible before replacing the CMU • Document date and time of the condition
		Fail	Go to step 9.
9	Is the connector for the Speaker(s) that failed inserted correctly?	Yes	Go to step 10.
		No	Insert the connector correctly.
10	Is the connector for the amplifier inserted correctly?	Yes	Go to step 11.
		No	Insert the connector correctly.
11	Are the CMU connectors inserted correctly?	Yes	Go to step 12.
		No	Insert the connectors correctly.

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12	Swap speakers from good known vehicle. Can you hear sound?	Yes	Check / Replace the speakers.
		No	Go to step 13.
13	Swap the Amplifier from known good vehicle. Can you hear sound?	Yes	Check / Replace the Amplifier.
		No	Go to step 14.
14	Swap the CMU from known good vehicle. Can you hear sound?	Yes	Check / Replace the CMU. • Retrieve the data log if possible before replacing the CMU • Document date and time of the condition
		No	Repair/Replace wiring harness. Go to MGSS View Content -> Wiring Diagram -> Body and Accessories -> Entertainment System.

No. 5 Commander Switch Does Not Work

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis
		No	Go to step 2.
2	Does the Commander Switch work correctly?	Yes	Go to step 3.
		No	Go to step 4.
3	Does the Steering Wheel Switch work correctly?	Yes	Normal Operation.
		No	Go to step 5.
4	Is fuse F13 missing?	Yes	Go to SA-025/19.
		No	Go to step 8.
5	Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" Perform Functional Inspection/Adjustment -> Steering SW Inspection -> Did the Steering SW Inspection Pass?	Pass	Go to step 6.
		Fail	Go to MGSS STEERING SWITCH INSPECTION.
6	Is the connector for the CMU inserted correctly?	Yes	Go to step 7.
		No	Insert the connector correctly.
7	Swap the CMU from known good vehicle. Does the Steering Wheel Switch work correctly?	Yes	Check / Replace the CMU. • Retrieve the data log if possible before replacing the CMU • Document date and time of the condition
		No	Repair/Replace wiring harness. Go to MGSS View Content -> Wiring Diagram -> Body and Accessories -> Entertainment System.

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8	Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" Perform Functional Inspection/Adjustment -> Touch Pad/Commander Inspection - > Commander switch inspection. Did the Commander switch inspection Pass?	Pass	Check / Replace the CMU. • Retrieve the data log if possible before replacing the CMU • Document date and time of the condition
		Fail	Go to step 9.
9	Is the connector for the Commander Switch inserted correctly?	Yes	Go to step 10.
		No	Insert the connector correctly.
10	Are the CMU connectors inserted correctly?	Yes	Go to step 11.
		No	Insert the connectors correctly.
11	Swap the Commander Switch with good known vehicle. Does the Commander Switch work correctly?	Yes	Check / Replace the Commander Switch.
		No	Go to step 12.
12	Swap the CMU from known good vehicle. Does the Commander Switch work correctly?	Yes	Check / Replace the CMU. • Retrieve the data log if possible before replacing the CMU • Document date and time of the condition
		No	Repair/Replace wiring harness. Go to MGSS View Content -> Wiring Diagram -> Body and Accessories -> Entertainment System.

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No. 6 Bluetooth device will not pair

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis
		No	Go to step 2.
2	Is Bluetooth enabled on the customers device?	Yes	Go to step 3.
		No	Enable Bluetooth on the customers device.
3	Is the customers device paired to the vehicle?	Yes	Go to step 4.
		No	Pair the customers device to the vehicle.
4	Is the customers device selected in MAZDA CONNECT settings?	Yes	Go to step 5.
		No	Select the customers device from Bluetooth settings.
5	Delete the device from MAZDA CONNECT and then re-pair it. Does Bluetooth work correctly?	Yes	Normal Operation
		No	Go to step 6.
6	Go to connect.mazda.com -> Support -> Compatibility. Is the customers device compatible?	Yes	Go to step 7.
		No	The customers device is not compatible.
7	Does the same symptom occur on another same model/year vehicle?	Yes	Go to step 8.
		No	Check / Replace the CMU. • Document device model, software version and occurrence of the condition. • Retrieve the data log if possible before replacing the CMU • Document date and time of the condition
8	Reboot the customers device. Does Bluetooth work correctly?	Yes	Vehicle operation is normal.
		No	Check / Replace the CMU. • Document device model, software version and occurrence of the condition. • Retrieve the data log if possible before replacing the CMU • Document date and time of the condition

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No. 7 Incorrect GPS position

Step	Inspection	Result	Action
1	Go to MAZDA CONNECT -> Navi menu, Travel Information -> Where Am I? -> Settings -> GPS information -> Check Available Satellites. Or Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" Perform Functional Inspection/Adjustment -> Navi System Inspection -> Check GPS Received Level. Does the Navi system show correct vehicle position?	Yes	Normal Operation.
		No	Go to step 2.
2	Using M-MDS, are any of the following DTC's stored? - B119F:13, GPS antenna signal circuit malfunction (short to power or open circuit) - B119F:2B, GPS antenna signal circuit malfunction (short to ground)	Yes	Go to step 3.
		No	Go to step 8.
3	Is the GPS antenna connector secured properly?	Yes	Go to step 4.
		No	Insert the connector correctly.
4	Is the GPS wiring harness open or shorted?	Yes	Repair / Replace GPS wiring harness.
		No	Go to TSB 09-021/20.
5	Did TSB 09-021/20 resolve the concern?	Yes	Repair Complete
		No	Go to step 6.
6	Are the CMU connectors secured properly?	Yes	Go to step 7.
		No	Insert the connectors correctly.
7	Is the CMU wiring harness open or shorted?	Yes	Repair / Replace CMU wiring harness.
		No	Go to step 8.
8	Replace GPS antenna. Does the Navigation system show correct position?	Yes	Repair completed.
		No	Check / Replace the CMU. • Retrieve the data log if possible before replacing the CMU • Document date and time of the condition
9	Using M-MDS, is DTC B119F:49 stored? (Communication error with GNSS)	Yes	Go to step 10.
		No	Go to step 12.

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10	Are the CMU connectors secured properly?	Yes	Go to step 11.
		No	Insert the connectors correctly.
11	Is the CMU wiring harness open or shorted?	Yes	Repair / Replace CMU wiring harness.
		No	Check / Replace the CMU. • Retrieve the data log if possible before replacing the CMU • Document date and time of the condition
12	Check / Replace the CMU. Retrieve CMU data log if possible before replacing CMU. Did DTC B119F:49 clear?	Yes	Repair completed.
		No	Repair / Replace GPS antenna.
NOTE: Remove aftermarket GPS devices that may interfere with vehicle GPS antenna. Example: Some radar detectors may emit radio waves that interfere with the vehicle GPS antenna.			

No. 8 Voice Recognition Does Not Work

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis
		No	Go to step 2.
2	Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" Perform Functional Inspection/Adjustment -> Steering SW Inspection -> Did the Steering SW Inspection Pass?	Pass	Go to step 3.
		Fail	Go to MGSS STEERING SWITCH INSPECTION.
3	Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" Perform Functional Inspection/Adjustment -> Microphone Inspection -> Did the Microphone Inspection Pass?	Pass	Check / Replace the CMU. • Retrieve the data log if possible before replacing the CMU • Document date and time of the condition
		Fail	Go to MGSS MICROPHONE INSPECTION.

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No. 9 Cannot Make a Hands-Free Call

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis
		No	Go to step 2.
2	Is Bluetooth enabled on the customers device?	Yes	Go to step 3.
		No	Enable Bluetooth on the customers device.
3	Is the customers device data service strength good?	Yes	Go to step 4.
		No	Move to a location where data service strength is good and retest.
4	Is the customers device paired to the vehicle?	Yes	Go to step 5.
		No	Pair the customers device to the vehicle.
5	Is the customers device selected in MAZDA CONNECT settings?	Yes	Go to step 6.
		No	Select the customers device from Bluetooth settings.
6	Delete the device from MAZDA CONNECT and then re-pair it. Does Bluetooth work correctly?	Yes	Normal Operation
		No	Go to step 7.
7	Go to connect.mazda.com -> Support -> Compatibility. Is the customers device compatible?	Yes	Go to step 8.
		No	The customers device is not compatible.
8	Does the same symptom occur on another same model/year vehicle?	Yes	Go to step 9.
		No	Go to step 10.
9	Reboot the customers device. Does Bluetooth work correctly?	Yes	Vehicle operation is normal.
		No	Go to step 10.
10	Is the Bluetooth device in a place where radio waves may be blocked? (Behind or under a sheet, in a box, in a purse/bag, ext.)	Yes	Move the Bluetooth device away from hidden location.
		No	Go to step 11.
11	Is the Bluetooth device contacting or blocked by metal objects?	Yes	Move the Bluetooth device away from metal objects.
		No	Go to step 12.
12	Is a Bluetooth device and a USB device connected at the same time?	Yes	Disconnect other USB device.
		No	Go to step 13.
13	Does the problem occur in a specific geological location only?	Yes	Move to a different location. This may be caused by electrical interference by radio stations, specific small power radio stations, or amateur radio stations for mobile identification used in industrial, scientific and medical devices.
		No	Go to step 14.

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14	Does the same symptom occur on another Bluetooth device?	Yes	Go to step 15
		No	The customers device is not compatible.
15	Does the voice recognition system operate using other functions such as Bluetooth Audio?	Yes	Check / Replace the CMU. • Document device model, software version and occurrence of the condition. • Retrieve the data log if possible before replacing the CMU • Document date and time of the condition
		No	Go to No. 8 Voice Recognition Does Not Work

No. 10 Cannot Play Bluetooth Audio

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis
		No	Go to step 2.
2	Is Bluetooth enabled on the customers device?	Yes	Go to step 3.
		No	Enable Bluetooth on the customers device.
3	Is the customers device data service strength good?	Yes	Go to step 4.
		No	Move to a location where data service strength is good and retest.
4	Is the customers device battery strength good?	Yes	Go to step 5
		No	Connect the customers device to a charger or recharge the device, then retest.
5	Is the customers device paired to the vehicle?	Yes	Go to step 6.
		No	Pair the customers device to the vehicle.
6	Is the customers device selected in MAZDA CONNECT settings?	Yes	Go to step 7.
		No	Select the customers device from Bluetooth settings.
7	Delete the device from MAZDA CONNECT and then re-pair it. Does Bluetooth work correctly?	Yes	Normal Operation
		No	Go to step 8.
8	Go to connect.mazda.com -> Support -> Compatibility. Is the customers device compatible?	Yes	Go to step 9.
		No	The customers device is not compatible.
9	Does the same symptom occur on another same model/year vehicle?	Yes	Go to step 10.
		No	Go to step 11.
10	Reboot the customers device. Does Bluetooth work correctly?	Yes	Vehicle operation is normal.
		No	Go to step 11.
11	Is the Bluetooth device in a place where	Yes	Move the Bluetooth device away from hidden

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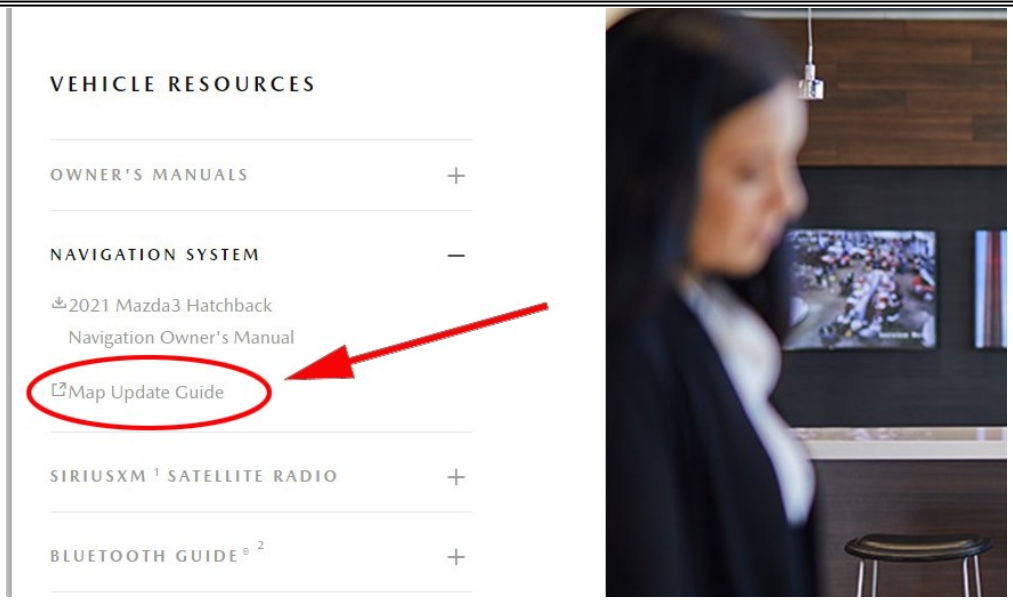
	radio waves may be blocked? (Behind or under a sheet, in a box, in a purse/bag, ext.)		location.
		No	Go to step 12.
12	Is the Bluetooth device contacting or blocked by metal objects?	Yes	Move the Bluetooth device away from metal objects.
		No	Go to step 13.
13	Is a Bluetooth device and a USB device connected at the same time?	Yes	Disconnect other USB device.
		No	Check / Replace the CMU. • Document device model, software version and occurrence of the condition. • Retrieve the data log if possible before replacing the CMU • Document date and time of the condition

No. 11 How to update the Navigation SD Card Map

Go to Mazdausa.com
Select Owners → How to Use → Add vehicle year/model → VEHICLE RESOURCES → NAVIGATION SYSTEM → Map Update Guide

Note: The customer will be instructed to download the Mazda Toolbox App.



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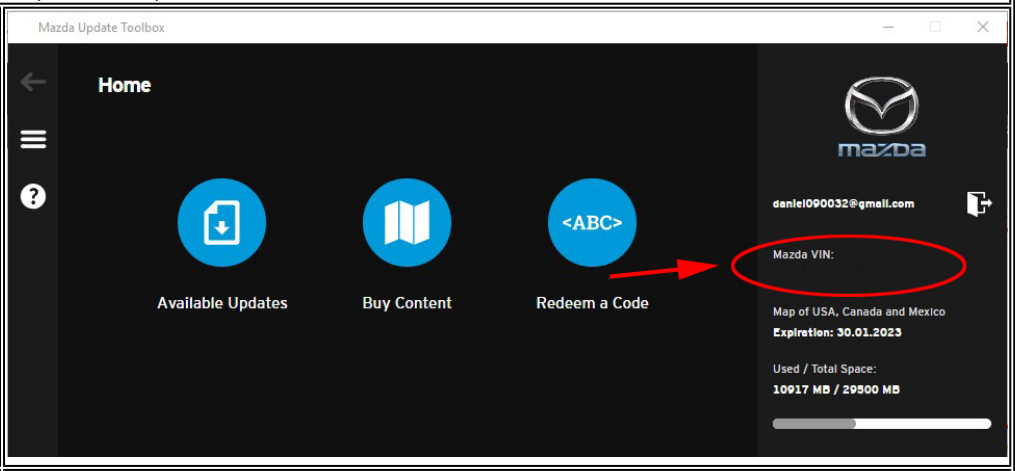
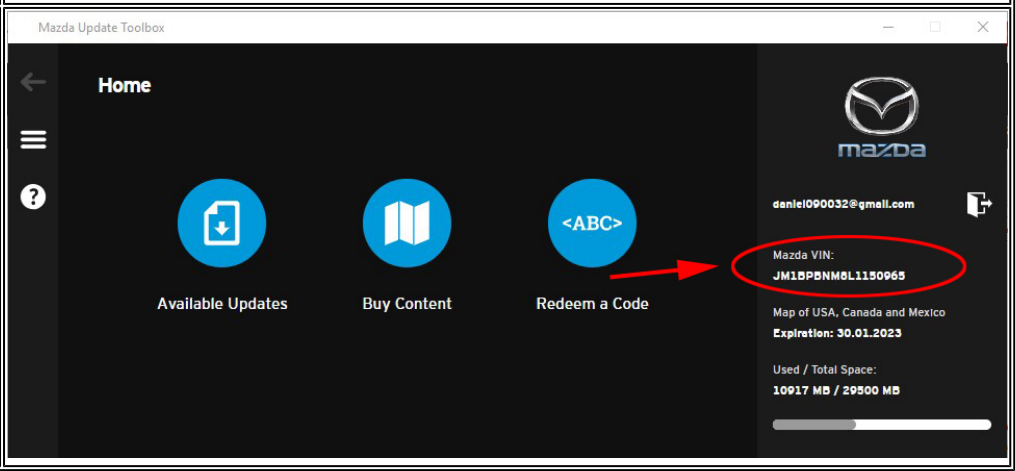
No. 12 How to Check Navi SD Card VIN Lock

Go to Mazda Toolbox (Version 5)

Navi SD Card VIN Unlocked (VIN is blank)	
Navi SD Card VIN Locked (VIN is present)	

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