

Subject:

**INFOTAINMENT REBOOT / SLOW REBOOT IN MORNING/
DISPLAY FROZEN / DISPLAY BLANK AND REAR VIEW MONITOR
OPERATION NORMAL**

Service Alert No.: SA-054/21

Last Issued : 11/16/2021

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2021 Mazda3
2021 CX-30
2021 CX-5
2021 CX-9
2022 MX-30

DESCRIPTION

Some customers may complain about any the following infotainment system concerns:

- Reboot
- Slow reboot in morning
- Display frozen
- Display blank

NOTE:

- Rear view monitor operation is normal
- No DTC stored

REPAIR PROCEDURE

1. Verify customer concern.
2. Check for DTCs.

Is DTC stored?

- **YES:** This service information does not apply. Go to normal MGSS DTC diagnosis.
- **NO:** Go to next step.

3. Retrieve 6 digit CMU Serial Number. Go to "[CMU Serial Number Retrieval](#)"

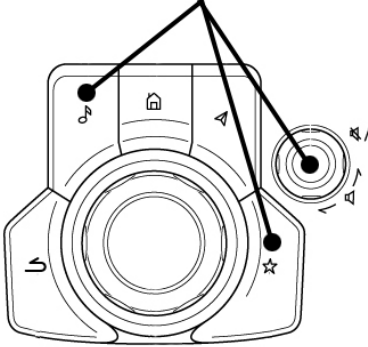
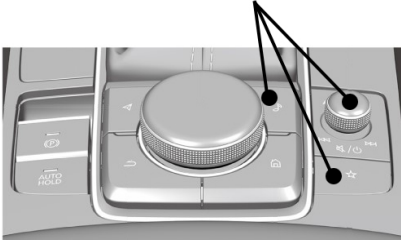
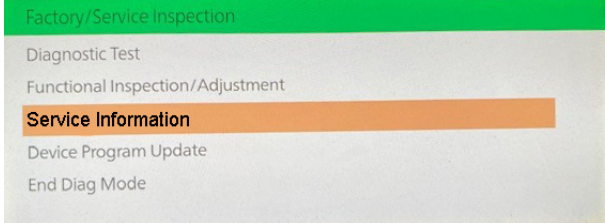
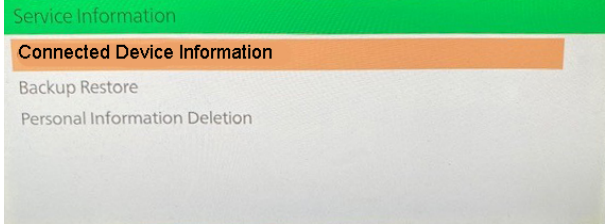
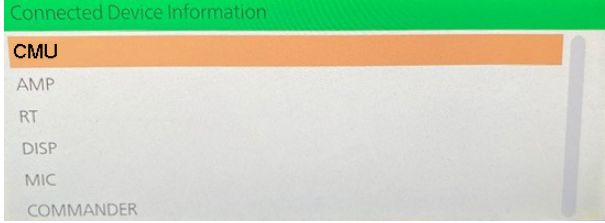

Is the CMU Serial Number within the affected range? See "[Affected CMU Serial Number Range](#)" table.

- **YES:** Contact Hotline for additional support.
- **NO:** This service information does not apply. Go to MGSS [SA-027/21](#) diagnostics.

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4. Verify repair.

CMU Serial Number Retrieval

	CX-5 and CX-9	Mazda3, CX-30, MX-30
<p>1. Press and hold the Volume knob, then press and hold the Entertainment and Favorites buttons at the same time for 3-5 seconds and the Factory /Service Inspection screen will appear.</p>		
<p>2. Select "Service Information"</p>		
<p>3. Select "Connected Device Information"</p>		
<p>4. Select "CMU"</p>		
<p>5. Scroll down to "Serial No." and document in Hotline file</p>		

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6. Return to Factory/Service Inspection main screen and select End Diag Mode

Factory/Service Inspection

Diagnostic Test

Functional Inspection/Adjustment

Service Information

Device Program Update

End Diag Mode

Affected CMU Serial Number Range

Model	Serial Number Start	Serial Number End	Part Number
MX-30	500125	500664	DN4E 66 9C0-C
CX-5 and CX-9	687234	754800	TC3P 66 9C0-F
Mazda3 (Japan built)	622110	624748	BDGF 66 9C0-W
Mazda3 (Japan built)	500070	505859	BGMC 66 9C0-D
Mazda3 (Mexico built) and CX-30	216848	227361	DGH9 66 9C0-J
Mazda3 (Mexico built) and CX-30	104005	121788	DGMR 66 9C0-D
Mazda3 Turbo (Japan built)	TBD	TBD	BFWM 66 9C0-*
Mazda3 Turbo (Mexico built) and CX-30 Turbo	111827	113170	BGCE 66 9C0-B

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