

**Subject:**

**INFOTAINMENT SPEAKER STATIC OR NO AUDIO SOUND AND  
DTC U2145:08/U0186:08 STORED**

**Service Alert No.: SA-058/22**

**Last Issued : 08/19/2022**

**BULLETIN NOTES**

**APPLICABLE MODEL(S)/VINS**

2023 CX-50

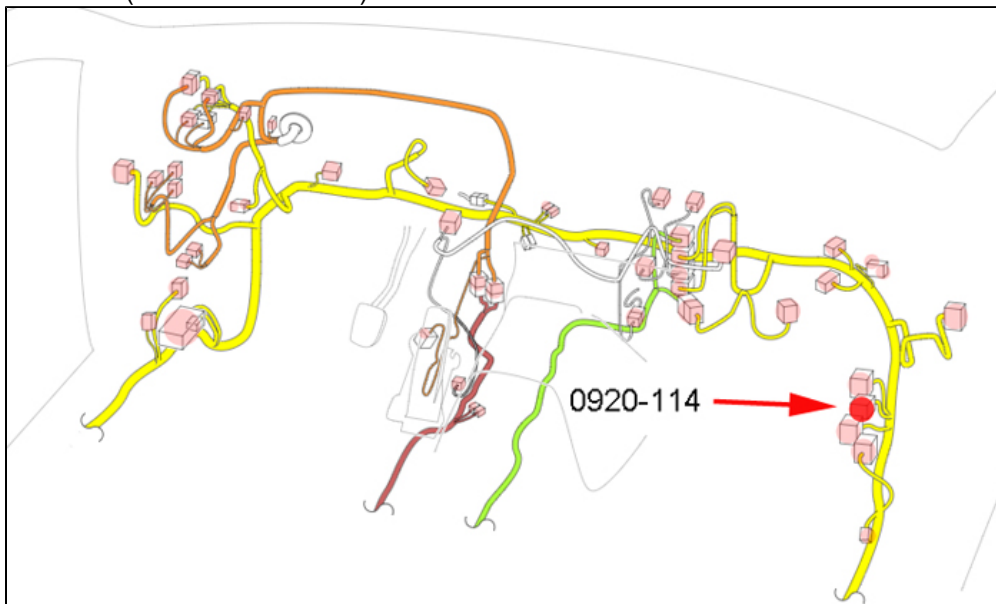
**DESCRIPTION**

Some customers may experience infotainment static or no audio sound and the following DTC's may be stored:

- U2145:08 - Communication error with remote tuner (RT)
- U0186:08 - Communication error with audio amplifier

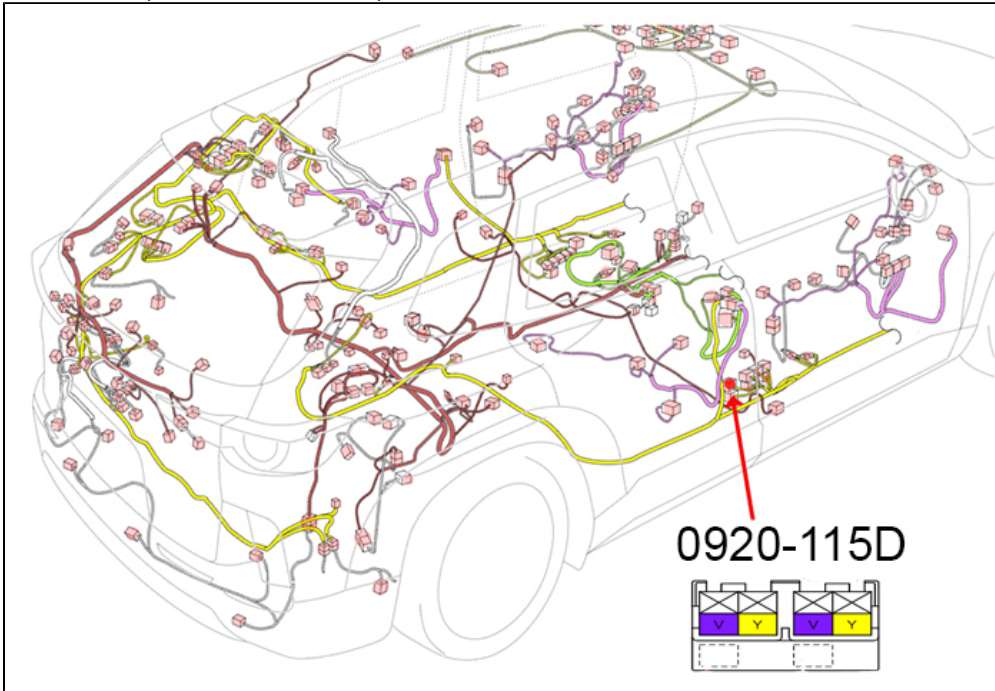
This may be caused by poor electrical connection at connector 0920-114 and/or 0920-115D (Rear Harness Side).

0920-114 (Rear Harness Side)

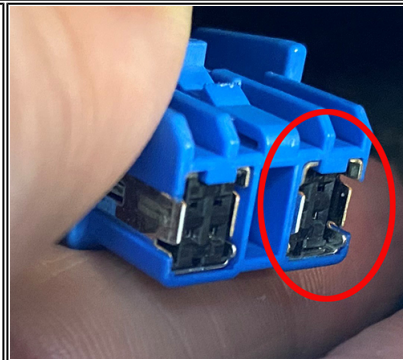


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0920-115D (Rear Harness Side)



09020-115D connector pushed back



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**REPAIR PROCEDURE**

1. Verify customer concern.
2. Inspect electrical connector 0920-114 and/or 0920-115D (Rear Harness Side).

**Is connector 0920-114 and/or 0920-115D secured/locked?**

- **Yes** - Go to next step.
- **No** - Secure/lock the connector 0920-114 and/or 0920-115D properly.

3. Wiggle test connector 0920-114 and/or 0920-115D.

**Does the infotainment sound recover?**

- **Yes** - Repair/Replace Wiring Harness as needed.
- **No** - This service information does not apply. Go to normal DTC troubleshooting on MGSS.
  - DTC U2145:08 [CONNECTIVITY MASTER UNIT]
  - DTC U0186:08 [CONNECTIVITY MASTER UNIT (US)]

4. Verify repair.

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