



<b>Subject:</b>  <b>INFOTAINMENT INTERMITTENT BEEP SOUND WHILE DRIVING</b>	<b>Service Alert No.: SA-064/22</b>
	<b>Last Issued : 10/06/2022</b>

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

- 2019-2022 Mazda3 (w/ navigation)
- 2020-2022 CX-30 (w/ navigation)
- 2021-2022 CX-5 (w/ navigation)
- 2023 CX-50 (w/ navigation)
- 2021-2022 CX-9 (w/ navigation)
- 2022 MX-30 (w/ navigation)

### DESCRIPTION

Some customers may complain about an intermittent Beep sound (popping sound) every 1 ~ 2 minutes while driving. This may be caused by a software error in the navigation SD card.

### REPAIR PROCEDURE

1. Verify customer concern.
2. Remove Navigation SD card. Is the beep sound illuminated?
  - Yes - Go to next step.
  - No - This service information does not apply. Go to normal MGSS troubleshooting.
3. Go to MGSS PERSONALIZATION FEATURES -> Traffic Sign Recognition System (TSR) -> Off / Visual / Audio & Visual. Is TSR set to OFF?
  - Yes - Go to next step
  - No - Set TSR setting to "OFF" or Reset All Factory Settings. Repeat step 1-2.

Year/Model	Repair	Note Confirm United Radio replacement CMU has:
4. CX-5	Replace CMU. Only order part from United Radio.	7000C0A-NA03_11046 or later software installed.
CX-9	Replace CMU. Only order part from United Radio.	7000C0A-NA03_11046 or later software installed.
2019-2021 Mazda3	Replace CMU. Only order part from United Radio.	7000C0A-NA01_12004 or later software installed.

**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.

(built before July 1, 2021)		
2020-2021 CX-30 (built before July 1, 2021)	Replace CMU. Only order part from United Radio.	7000C0A-NA01_12004 or later software installed.
2021-current Mazda3 (built after July 1, 2021)	Replace CMU. Only order part from United Radio.	7000C0A-NA06_12016 or later software installed.
2021-current CX-30 (built after July 1, 2021)	Replace CMU. Only order part from United Radio.	7000C0A-NA06_12016 or later software installed.
MX-30	Replace CMU. Only order part from United Radio.	7000C0A-NA02_11044 or later software installed.
CX-50	<ul style="list-style-type: none"> <li>• Reset all factory settings. <ul style="list-style-type: none"> <li>◦ Note: Mazda is aware of the concern and is working on a permanent fix.</li> </ul> </li> </ul>	N/A

5. Verify repair.

## WARRANTY INFORMATION

### NOTE:

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	64
Damage Code	9W
Part Number Main Cause	Use GEPC to determine Navi SD Card Part Number
Quantity	0
Operation Number / Labor Hours:	(Reset all factory settings) YY831XRX / 0.2 Hrs

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