

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: INFOTAINMENT INTERMITTENT BEEP SOUND WHILE DRIVING	Service Alert No.: SA-064/22
	Last Issued : 11/02/2022

BULLETIN NOTES

This SA supersedes the previously issued SA(s) listed below. The changes are noted in Red text.

Previous SA(s):	Date(s) Issued:
SA-064/22	10/06/22

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 eliminated?
 - 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.

4.	Year/Model	Repair	Note Confirm United Radio replacement CMU has:
	CX-5	Replace CMU. Only order part from United Radio.	7000C0A-NA03_11046 or

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		later software installed.
CX-9	Replace CMU. Only order part from United Radio.	7000C0A-NA03_11046 or later software installed.
2019-2021 Mazda3 (built before July 1, 2021)	Update CMU software version to 7000C0A-NA01_12004 or later.	N/A
2020-2021 CX-30 (built before July 1, 2021)	Update CMU software version to 7000C0A-NA01_12004 or later.	N/A
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"> • Reset all factory settings. <ul style="list-style-type: none"> ◦ Note: Mazda is aware of the concern and is working on a permanent fix. 	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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