

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: MAZDA CONNECT SCREEN MAY NOT START	Bulletin No.: 16-003/23
	Last Issued : 05/23/2023

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
16-003/23	03/17/23
16-004/22	11/04/2022 and 08/11/22

APPLICABLE MODEL(S)/VINS

2021-2022 CX-5 with VINS produced between JM3KF*****448709 to 500771 (produced between July 1, 2021 - December 1, 2021)

2021-2022 CX-9 with VINS produced between JM3TC*****534676 to 603948 (produced between July 1, 2021 - December 1, 2021)

2019-2022 Mazda3 (Japan Built) with VINS lower than JM1BP*****506394 (produced before December 1, 2021)

2019-2022 Mazda3 (Mexico Built) with VINS lower than 3MZBP*****254954 (produced before December 1, 2021)

2020-2022 CX-30 with VINS lower than 3MVDM*****319149 (produced before December 1, 2021)

2022 MX-30 with VINS lower than JM1DR**B***100606 (produced before December 1, 2021)

DESCRIPTION

Some customers may complain that Mazda Connect does not start (blank screen) or that it takes a long time to restart/reboot after starting the vehicle. This is caused by the initialization process with the CMU failing at startup due to a defective circuit board element. To eliminate this concern, the internal hardware (DRAM) of the CMU has been improved.

Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

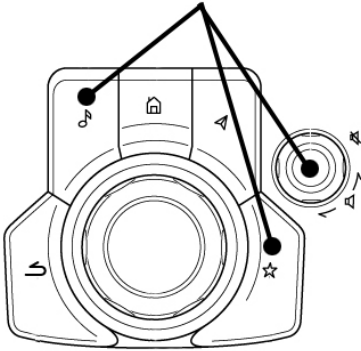
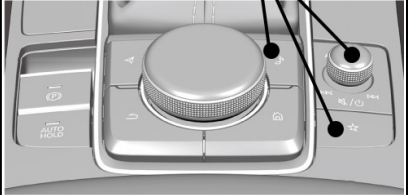
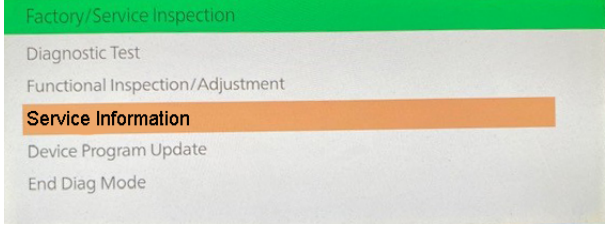
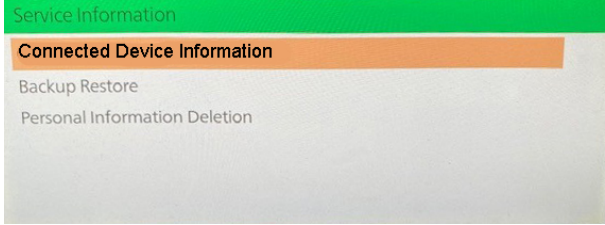
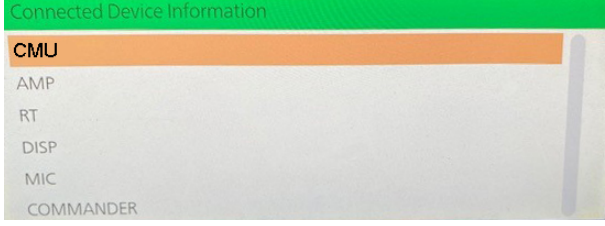
1. Verify the customer concern
2. Check the CMU Part No. and Serial No. of the CMU. If applicable, replace the CMU according to the procedure in MGSS.

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NOTE: Refer to instructions below on how to indicate the **Part No. and Serial No.** of the CMU.

- CX-5 ([CONNECTIVITY MASTER UNIT \(CMU\) REMOVAL/INSTALLATION](#))
- CX-9 ([CONNECTIVITY MASTER UNIT \(CMU\) REMOVAL/INSTALLATION](#))
- Mazda 3 ([CONNECTIVITY MASTER UNIT \(CMU\) REMOVAL/INSTALLATION](#))
- CX-30 ([CONNECTIVITY MASTER UNIT \(CMU\) REMOVAL/INSTALLATION](#))
- MX-30 ([CONNECTIVITY MASTER UNIT \(CMU\) REMOVAL/INSTALLATION \[\(US\)\]](#))

CMU Serial No and Part No. Retrieval

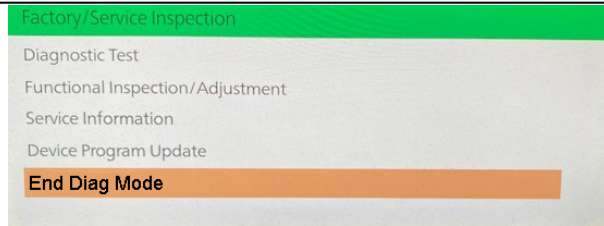
	CX-5 and CX-9	Mazda3, CX-30, MX-30
<p>1. Press and hold the Volume knob, then press and hold the Entertainment and Favorites buttons at the same time for 3-5 seconds and the Factory /Service Inspection screen will appear.</p>		
<p>2. Select "Service Information"</p>		
<p>3. Select "Connected Device Information"</p>		
<p>4. Select "CMU"</p>		

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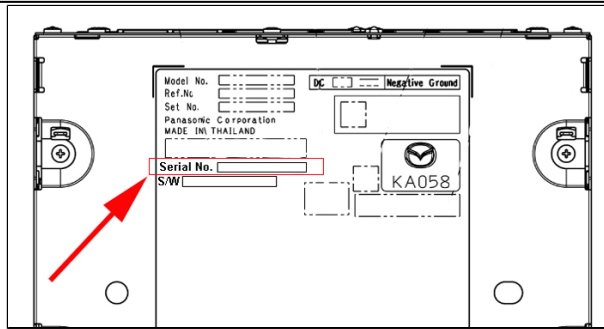
5. Scroll down to "Serial No and CMU Part No" and document on Repair Order.



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



CMU Part No. and Serial No. can also be found on the original part label



3. Verify the repair.

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PARTS INFORMATION

NOTE: The Part No. has not been changed for the further modification. **Only Serial #'s in the range listed on the chart are affected.**

Year	Model	CMU Part Number	Serial No.		Qty.	Notes
			From	To		
2019-2020	Mazda3 (Japan Build)	BDGF-66-9C0*	622110	624748	1	Refer to United Radio website to place a part order.
2020	Mazda3 (Japan Build)	BFWM-66-9C0*	512261	512520	1	
2021-2022	Mazda3 (Japan Build)	BGMC-66-9C0*	500070	505859	1	
2020	Mazda3 (Mexico Build)	BGCE-66-9C0*	111827	113170	1	
	CX-30					
2020	Mazda3 (Mexico Build)	DGH9-66-9C0*	216848	227361	1	
2020-2021	CX-30					
2021-2022	Mazda3 (Mexico Build)	BGMR-66-9C0*	104005	121788	1	
	CX-30					
2022	MX-30	DN4E-66-9C0*	500125	500664	1	
2021-2022	CX-5	TC3P-66-9C0*	687234	754800	1	
	CX-9					

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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	61
Damage Code	9W
Part Number Main Cause	CMU Part No. used above
Quantity	0
Operation Number / Labor Hours:	XXW47XRX / 0.5 Hrs. (CX-5, CX-9) XXW47ARX / 0.3 Hrs. (Mazda3, CX-30) XXW47XRX / 0.9 Hrs. (MX-30)

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