

Subject: INFOTAINMENT FADER OPERATION (6 SPEAKER INFOTAINMENT SYSTEM)	Service Alert No.: SA-005/24
	Last Issued : 10/14/2024

BULLETIN NOTES

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

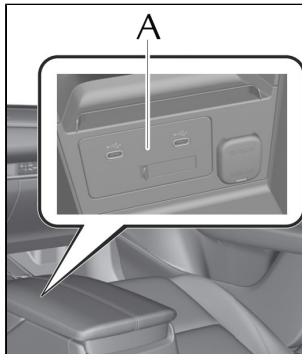
Previous SAs:	Date(s) Issued:
SA-005/24	02/01/24

APPLICABLE MODEL(S)/VINS

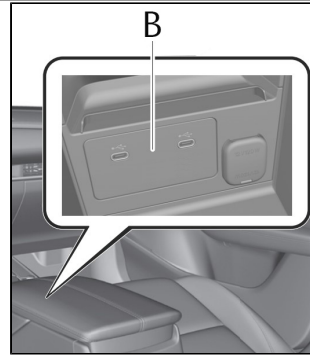
2024-**2025** CX-30 (DM) 2.5S, SE (Select), PF (Preferred) (6 speaker infotainment system)

2024-**2025** Mazda3 (BP) 2.5S, SE (Select), PF (Preferred) (6 speaker infotainment system)

DESCRIPTION

2024 to present	Customers may report no audio when using the infotainment fader function fully adjusted to the rear. If the customer's vehicle is among the trim levels referenced above it is equipped with a 6-speaker infotainment system and does <u>not</u> include rear door speakers even though there are speaker grills/covers in the rear door panels. MazdaUSA and published vehicle specifications provide the correct information indicating that these trims are equipped with a "6-speaker audio system". This is a normal condition of the "6-speaker audio system" and current Mazda CONNECT fader function. Rear speaker diagnosis is not necessary as they are not equipped.	
2025 to present	Mazda Connect Basic <ul style="list-style-type: none"> • Not Equipped with HD Radio • Not Equipped with Amazon Alexa • Not Equipped with Navigation SD Card Slot • 6-Speaker Audio System with No Rear Door Speakers 	Except 2.5S Base Model 
	A - Equipped with Navigation SD Card Slot 2.5S Base Model (Mazda Connect Basic)	

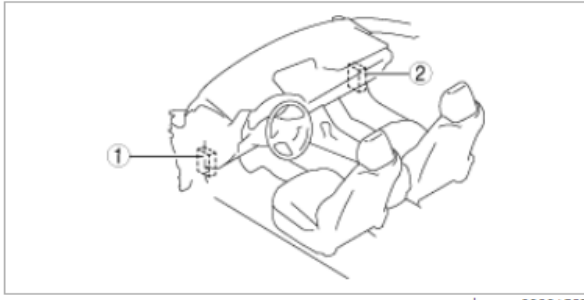
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B - Not equipped with Navigation SD Card Slot

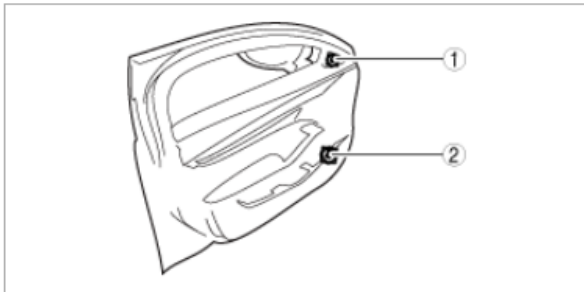
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Construction



bmcozp00001537

1	Cowl side woofer (LH)
2	Cowl side woofer (RH)



azjjw00002196

1	Tweeter *1
2	Front door speaker *1

*1:The figure shows the left side (same as right side).

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