

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  MAZDA CONNECT SYMPTOM TROUBLESHOOTING (7TH GENERATION VEHICLES)	<b>Service Alert No.:</b> SA-012/25
	<b>Last Issued :</b> 05/15/2025

## BULLETIN NOTES

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

Previous SA:	Date(s) Issued:	Previous SA:	Date(s) Issued:
SA-012/25	02/27/25	SA-027/21	12/21/21, 09/28/21, 06/24/21 and 04/07/21
SA-006/24	09/10/24, 08/05/24, 02/12/24 and 02/01/24	SA-027/20	10/16/20, 09/22/20, 09/11/20, 07/16/20, 06/23/20, 04/08/20, 03/19/2020 and 02/11/20
SA-005/23	05/31/23 and 01/19/23	SA-042/19	12/12/19 and 09/25/19
SA-004/22	12/14/22, 10/04/22, 09/08/22, 08/24/22, 06/09/22, 05/12/22, 04/04/22 and 02/01/22		

## APPLICABLE MODEL(S)/VINS:

2019-2025 Mazda3	2021-2023 CX-9	2024-2025 CX-90
2020-2025 CX-30	2022-2023 MX-30	2024-2025 MX-5
2021-2025 CX-5	2023-2025 CX-50	2025 CX-70

## DESCRIPTION

Customers having MAZDA CONNECT concerns should have their vehicle repaired using the following repair procedure.

## REPAIR PROCEDURE

### NOTE: Before proceeding:

- Document the vehicle's current MAZDA CONNECT CMU software version.
- 2019-2022 Models - Go to TSB [16-003/23](#) and confirm the CMU Serial Number is not within the affected range.
- Document customer device Brand/Model/Model Number/software version on the repair order.
- Confirm that the Connectivity Master Unit (CMU) is updated to the latest software version.
  - Go to MGSS -> Infotainment -> [MAZDA CONNECT Updates](#)
- If possible, complete any one of the Microsoft Forms Questionnaires. Go to MGSS -> Infotainment -> [MAZDA CONNECT Questionnaire](#).

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- Confirm that the customer's device is compatible. Go to [connect.mazda.com](https://connect.mazda.com) -> Support -> [Compatibility](#).
- Confirm that the customer's device is updated to the latest software version.
- If CMU log data collection is necessary, collect the data and continue troubleshooting using this document. If no failure is found, release the vehicle to the customer and inform them that the infotainment system data is being analyzed. Hotline will contact you at a later date with the results.
  - **IMPORTANT NOTE:**
    - Date and Time of the concern is required for data analysis.
      - Document Date and Time of the concern on the Repair Order and Siebel Hotline file.
    - If Date and Time of the concern is unknown, please provide an approximate date (within a 5-day period).
    - If Date and Time of the concern cannot be obtained, **no need to collect CMU log data.**
    - [Customer MAZDA CONNECT Questionnaire](#) is available to assist you in obtaining Date and Time of the concern (provide link to the customer).
- Apple Carplay/Android Auto FAQ, go to [SA-026/22](#).
- If you suspect a counterfeit Navi SD card, ask the customer for proof of purchase.
  - **IMPORTANT NOTE: If it cannot be determined to be counterfeit by visually looking at the label (the counterfeit label is perfect) and Mazda Toolbox is used, the VIN may be locked-out if a counterfeit SD card is detected and NNG will need to be contacted to unlock the VIN when a genuine Mazda SD card is purchased. See [No. 12 How to update the Navigation SD Card Map](#).**

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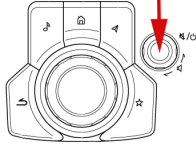

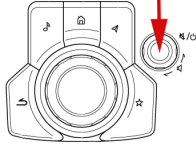

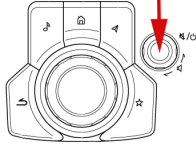
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## No. 1 Blank Screen

Step	Inspection	Result	Action
1	Shift Transmission lever into Reverse. Is the Rear	Yes	Go to step 2.

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	View Camera displayed?	No	Refer to <a href="#">No. 2. Rear View Camera is not displayed.</a>			
2	Press and hold the Power Button. Is the screen displayed correctly?	Yes	Normal Operation.			
	<table border="1"> <tr> <td>Mazda3, CX-30, MX-30</td> <td>CX-5, CX-9</td> </tr> <tr> <td></td> <td></td> </tr> </table>	Mazda3, CX-30, MX-30	CX-5, CX-9			No
Mazda3, CX-30, MX-30	CX-5, CX-9					
						
3	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC troubleshooting.			
		No	Go to step 4.			
4	Check CMU software version. Go to MGSS --> Infotainment/TCU --> <a href="#">MAZDA CONNECT Updates</a> ). Is the CMU software at the latest version?	Yes	Go to step 5.			
		No	Update the CMU software version and then retest.			
5	Is there a device connected to the USB port?	Yes	Go to step 6.			
		No	Go to step 7.			
6	Disconnect the USB device. Does the display function properly after USB device is disconnected?	Yes	USB device is not compatible.			
		No	Go to step 7.			
7	Is the connector for the Center Display inserted correctly?	Yes	Go to step 8.			
		No	Insert the connector correctly.			
8	Are the connectors for the CMU inserted correctly?	Yes	Go to step 9.			
		No	Insert the connectors correctly.			
9	Is the CMU voltage out (PWR CTRL OUT) at 0920-101A Terminal 1S, SB wire, of the CMU normal?	Yes	Go to step 10.			
		No	Go to step 11.			
10	Swap the Center Display with good known vehicle. Is the screen display normal?	Yes	Check / Replace the Center Display.			
		No	Go to step 11.			
11	Swap the CMU with good known vehicle. Is the screen display normal?	Yes	Check / Replace the CMU. <ul style="list-style-type: none"> <li>Retrieve <a href="#">CMU log data</a> if possible before replacing the CMU.                             <ul style="list-style-type: none"> <li><a href="#">Important Note</a></li> </ul> </li> <li>Document date and time of the condition.</li> <li>If possible, complete any one of the Microsoft Forms Questionnaires. Go to MGSS -&gt; Infotainment -&gt; <a href="#">MAZDA</a></li> </ul>			

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			<p><a href="#">CONNECT Questionnaire.</a></p> <ul style="list-style-type: none"> <li>• See Warranty Information Note.</li> </ul>
		No	<p>Repair / Replace wiring harness. Go to MGSS View Content -&gt; Wiring Diagram -&gt; Body and Accessories -&gt; Entertainment System.</p>

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**WARRANTY INFORMATION**

**NOTE:** CMU replacement with older software version and/or without proper troubleshooting documentation may result in a warranty claim debit.

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