

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: MAZDA CONNECT SYMPTOM TROUBLESHOOTING (7TH GENERATION VEHICLES)	Service Alert No.: SA-012/25
	Last Issued : 08/21/2025

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	05/15/25 and 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:

2019-2026 Mazda3	2021-2023 CX-9	2024-2026 CX-90 (All)
2020-2026 CX-30	2022-2023 MX-30	2024-2026 MX-5
2021-2025 CX-5	2023-2026 CX-50 (All)	2025-2026 CX-70 (All)

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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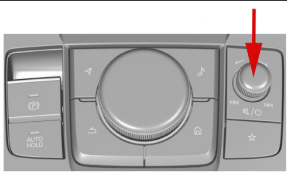
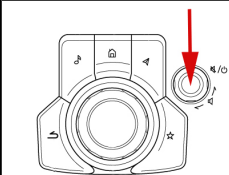
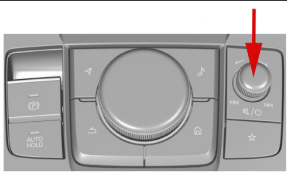
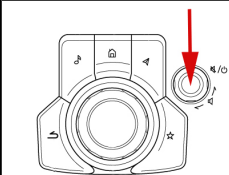
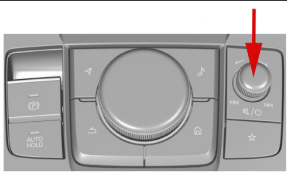
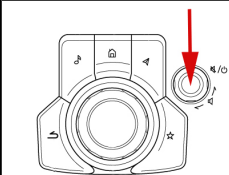
- Confirm that the customer's device is compatible. Go to connect.mazda.com -> Support -> [Compatibility](#).
- Confirm that the customer's device is updated to the latest software version.
- If CMU log data collection is necessary, collect the data and continue troubleshooting using this document. If 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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No. 1 Blank Screen

Step	Inspection	Result	Action			
1	Shift Transmission lever into Reverse. Is the Rear View Camera displayed?	Yes	Go to step 2.			
		No	Refer to No. 2. Rear View Camera is not displayed.			
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 --> MAZDA CONNECT Updates). 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"> • Retrieve CMU log data if possible before replacing the CMU. <ul style="list-style-type: none"> ◦ Important Note 			

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			<ul style="list-style-type: none"> • Document date and time of the condition. • If possible, complete any one of the Microsoft Forms Questionnaires. Go to MGSS -> Infotainment -> MAZDA CONNECT Questionnaire. • See Warranty Information Note.
		No	Repair / Replace wiring harness. Go to MGSS View Content -> Wiring Diagram -> Body and Accessories -> Entertainment System.

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No. 2 Rear View Camera is not displayed

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis.
		No	Go to step 2.
2	Is the vehicle equipped with 360 View Monitor?	Yes	Go to step 3.
		No	Go to step 4.
3	Is the Front Camera and Side Cameras displayed normally?	Yes	Check / Replace the 360 View Monitor control unit.
		No	Go to step 4.
4	Are images other than the Rear View Camera displayed?	Yes	Go to step 5.
		No	Go to No. 1 Blank Screen .
5	Go to No 11 How to Check VIN Does the VIN match to customer vehicle VIN?	Yes	Go to step 6.
		No	Swap CMU(s) to correct vehicle(s) or replace CMU.
6	Is the connector for the Rear View Camera Inserted correctly?	Yes	Go to step 7.
		No	Insert the connector correctly.
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	Swap the Rear View Camera with good known vehicle. Is the screen display normal?	Yes	Check / Replace the Rear View Camera See TSB 09-021/19 .
		No	Go to Step 10.
10	Swap the CMU with good known vehicle. Is the screen display normal?	Yes	Check / Replace the CMU. <ul style="list-style-type: none"> Retrieve CMU log data if possible before replacing the CMU. <ul style="list-style-type: none"> Important Note Document date and time of the condition. See Warranty Information Note.
		No	Repair / Replace wiring harness. Go to MGSS View Content -> Wiring Diagram -> Body and Accessories -> Entertainment System.

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No. 3 Rebooting

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis.
		No	Go to step 2.
2	Does the reboot continue after removing the Navigation SD card?	Yes	Go to step 3.
		No	Check / Replace the Navigation SD card.
3	Check CMU software version. Go to MGSS --> Infotainment/TCU --> MAZDA CONNECT Updates). Is the CMU software at the latest version?	Yes	Go to step 4.
		No	Update the CMU software version and then retest.
4	Is there a device connected to the USB port?	Yes	Go to step 5.
		No	Go to step 6.
5	Disconnect the USB device. Does the reboot stop after USB device is disconnected?	Yes	USB device is not compatible.
		No	Go to step 6.
6	Does the reboot continue after ignition key OFF then back ON?	Yes	Go to step 7.
		No	Check / Replace the CMU. <ul style="list-style-type: none"> • Retrieve CMU log data if possible before replacing the CMU. <ul style="list-style-type: none"> ◦ Important Note • Document date and time of the condition. • If possible, complete any one of the Microsoft Forms Questionnaires. Go to MGSS -> Infotainment -> MAZDA CONNECT Questionnaire. • See Warranty Information Note.
7	Does the reboot continue after vehicle battery disconnect?	Yes	Check / Replace the CMU. <ul style="list-style-type: none"> • Retrieve CMU log data if possible before replacing the CMU. <ul style="list-style-type: none"> ◦ Important Note • Document date and time of the condition. • If possible, complete any one of the Microsoft Forms Questionnaires. Go to MGSS -> Infotainment -> MAZDA CONNECT Questionnaire. • See Warranty Information Note.
		No	No repair needed.

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No. 4 Infotainment System Has No Sound

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis.
		No	Go to step 2.
2	Is sound normal other than navigation guidance?	Yes	Go to step 3.
		No	Go to step 4.
3	Can you hear the voice after raising the navigation volume?	Yes	Normal Operation.
		No	Go to step 5.
4	Can you hear sound after turning on audio mode?	Yes	Normal Operation.
		No	Go to step 6.
5	Replace the Navigation SD Card. Can you hear voice after Navigation SD Card replacement?	Yes	Repair complete.
		No	Check / Replace the CMU. <ul style="list-style-type: none"> Retrieve CMU log data if possible before replacing the CMU. <ul style="list-style-type: none"> Important Note Document date and time of the condition. If necessary, contact Hotline for additional support. See Warranty Information Note.
6	Can you hear sound after raising the volume of audio?	Yes	Normal Operation.
		No	Go to step 7.
7	<< Source: USB/iPod >> Are there any problems with the media and the music files? << Source: Radio >> Are there any problems with the antenna and the reception? << Source: Bluetooth Audio >> Are there any problems with Bluetooth?	Yes	<< Source: USB/iPod >> Check the media and the compatible files. << Source: Radio >> Check the antenna, the reception, and the Remote Tuner side. << Source: Bluetooth Audio >> Check the Bluetooth connection and the Bluetooth device.
		No	Go to step 8.
8	Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" and perform Functional Inspection/ Adjustment -> Active Speaker Check Function -> Speaker Inspection. Did the Speaker Inspection Pass?	Pass	Check / Replace the CMU. <ul style="list-style-type: none"> Retrieve CMU log data if possible before replacing the CMU. <ul style="list-style-type: none"> Important Note Document date and time of the condition. If possible, complete any one of the Microsoft Forms Questionnaires. Go to MGSS -> Infotainment -> MAZDA CONNECT Questionnaire.

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			<ul style="list-style-type: none"> • See Warranty Information Note.
		Fail	Go to step 9.
9	Is the connector for the Speaker(s) that failed inserted correctly?	Yes	Go to step 10.
		No	Insert the connector correctly.
10	Is the connector for the amplifier inserted correctly?	Yes	Go to step 11.
		No	Insert the connector correctly.
11	Are the CMU connectors inserted correctly?	Yes	Go to step 12.
		No	Insert the connectors correctly.
12	Swap speakers from good known vehicle. Can you hear sound?	Yes	Check / Replace the speakers.
		No	Go to step 13.
13	Swap the Amplifier from known good vehicle. Can you hear sound?	Yes	Check / Replace the Amplifier.
		No	Go to step 14.
14	Swap the Remote Tuner from known good vehicle. Can you hear sound?	Yes	Check / Replace the Remote Tuner
		No	Go to step 15.
15	Swap the CMU from known good vehicle. Can you hear sound?	Yes	Check / Replace the CMU. <ul style="list-style-type: none"> • Retrieve CMU log data if possible before replacing the CMU. <ul style="list-style-type: none"> ◦ Important Note • Document date and time of the condition. • If possible, complete any one of the Microsoft Forms Questionnaires. Go to MGSS -> Infotainment -> MAZDA CONNECT Questionnaire. • See Warranty Information Note.
		No	Repair/Replace wiring harness. Go to MGSS View Content -> Wiring Diagram -> Body and Accessories -> Entertainment System.

No. 5 Commander Switch Does Not Work

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis.
		No	Go to step 2.
2	Does the Commander Switch work correctly?	Yes	Go to step 3.
		No	Go to step 4.
3	Does the Steering Wheel Switch work correctly?	Yes	Normal Operation.
		No	Go to step 4.
4	Go to MGSS "DIAGNOSTIC ASSIST"	Pass	Go to step 5.

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	FUNCTION [CONNECTIVITY MASTER UNIT (US)]" Perform Functional Inspection/ Adjustment -> Steering SW Inspection - > Did the Steering SW Inspection Pass?	Fail	Go to MGSS STEERING SWITCH INSPECTION.
5	Is the connector for the CMU inserted correctly?	Yes	Go to step 6.
		No	Insert the connector correctly.
6	Swap the CMU from known good vehicle. Does the Steering Wheel Switch work correctly?	Yes	Check / Replace the CMU. <ul style="list-style-type: none"> Retrieve CMU log data if possible before replacing the CMU. <ul style="list-style-type: none"> Important Note Document date and time of the condition. If possible, complete any one of the Microsoft Forms Questionnaires. Go to MGSS -> Infotainment -> MAZDA CONNECT Questionnaire. See Warranty Information Note.
		No	Repair/Replace wiring harness. Go to MGSS View Content -> Wiring Diagram -> Body and Accessories -> Entertainment System.
7	Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" Perform Functional Inspection/ Adjustment -> Touch Pad/Commander Inspection -> Commander switch inspection. Did the Commander switch inspection Pass?	Pass	Check / Replace the CMU. <ul style="list-style-type: none"> Retrieve CMU log data if possible before replacing the CMU. <ul style="list-style-type: none"> Important Note Document date and time of the condition. If possible, complete any one of the Microsoft Forms Questionnaires. Go to MGSS -> Infotainment -> MAZDA CONNECT Questionnaire. See Warranty Information Note.
		Fail	Go to step 8.
8	Is the connector for the Commander Switch inserted correctly?	Yes	Go to step 9.
		No	Insert the connector correctly.
9	Are the CMU connectors inserted correctly?	Yes	Go to step 10.
		No	Insert the connectors correctly.
10	Swap the Commander Switch with good known vehicle. Does the Commander Switch work correctly?	Yes	Check / Replace the Commander Switch.
		No	Go to step 11.
11	Swap the CMU from known good vehicle. Does the Commander Switch work	Yes	Check / Replace the CMU.

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	correctly?		<ul style="list-style-type: none"> • Retrieve CMU log data if possible before replacing the CMU. <ul style="list-style-type: none"> ◦ Important Note • Document date and time of the condition. • If possible, complete any one of the Microsoft Forms Questionnaires. Go to MGSS -> Infotainment -> MAZDA CONNECT Questionnaire. • See Warranty Information Note.
		No	Repair/Replace wiring harness. Go to MGSS View Content -> Wiring Diagram -> Body and Accessories -> Entertainment System.

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No. 6 Bluetooth device will not pair

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis.
		No	Go to step 2.
2	Is Bluetooth enabled on the customers device?	Yes	Go to step 3.
		No	Enable Bluetooth on the customers device.
3	Is the customers device paired to the vehicle?	Yes	Go to step 4.
		No	Pair the customers device to the vehicle.
4	Is the customers device selected in MAZDA CONNECT settings?	Yes	Go to step 5.
		No	Select the customers device from Bluetooth settings.
5	Delete the device from MAZDA CONNECT and then re-pair it. Does Bluetooth work correctly?	Yes	Normal Operation.
		No	Go to step 6.
6	Go to connect.mazda.com -> Support -> Compatibility . Is the customers device compatible?	Yes	Go to step 7.
		No	The customers device is not compatible.
7	Does the same symptom occur on another same model/year vehicle?	Yes	Go to step 8.
		No	<p>Check / Replace the CMU.</p> <ul style="list-style-type: none"> Retrieve CMU log data if possible before replacing the CMU. <ul style="list-style-type: none"> Important Note Document date and time of the condition. If possible, complete any one of the Microsoft Forms Questionnaires. Go to MGSS -> Infotainment -> MAZDA CONNECT Questionnaire See Warranty Information Note.
8	Reboot the customers device. Does Bluetooth work correctly?	Yes	Vehicle operation is normal.
		No	<p>Check / Replace the CMU.</p> <ul style="list-style-type: none"> Retrieve CMU log data if possible before replacing the CMU. <ul style="list-style-type: none"> Important Note Document date and time of the condition. If possible, complete any one of the Microsoft Forms Questionnaires. Go to MGSS -> Infotainment -> MAZDA CONNECT Questionnaire See Warranty Information Note.

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No. 7 Incorrect GPS position

Step	Inspection	Result	Action
1	Go to MAZDA CONNECT -> Navi menu, Travel Information -> Where Am I? -> Settings -> GPS information -> Check Available Satellites. or Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" and perform Functional Inspection/Adjustment -> Navi System Inspection -> Check GPS Received Level. Does the Navi system show correct vehicle position?	Yes	Normal Operation.
		No	Go to step 2.
2	Using M-MDS, are any of the following DTC's stored? - B119F:13, GPS antenna signal circuit malfunction (short to power or open circuit) - B119F:2B, GPS antenna signal circuit malfunction (short to ground)	Yes	Go to step 4.
		No	Go to step 3.
3	Is the wheel and tire size correct according to the tire label?	Yes	Go to step 9.
		No	Swap wheels/tires with correct size. If issue is fixed, inform the customer.
4	Is the GPS antenna connector secured properly?	Yes	Go to step 5.
		No	Insert the connector correctly.
5	Is the GPS wiring harness open or shorted?	Yes	Repair / Replace GPS wiring harness.
		No	Go to TSB 09-021/20 .
6	Did TSB 09-021/20 resolve the concern?	Yes	Repair Complete.
		No	Go to step 7.
7	Are the CMU connectors secured properly?	Yes	Go to step 8.
		No	Insert the connectors correctly.
8	Is the CMU wiring harness open or shorted?	Yes	Repair / Replace CMU wiring harness.
		No	Go to step 9.
9	Replace GPS antenna. Does the Navigation system show correct position?	Yes	Repair completed.
		No	Check / Replace the CMU. <ul style="list-style-type: none"> • Document date and time of the condition. • Retrieve CMU log data if possible before replacing the

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			<p>CMU.</p> <ul style="list-style-type: none"> ◦ Important Note • Retrieve CMU backup data if possible before replacing the CMU.
10	Using M-MDS, is DTC B119F:49 stored? (Communication error with GNSS)	Yes	Go to step 11.
		No	Go to step 13.
11	Are the CMU connectors secured properly?	Yes	Go to step 12.
		No	Insert the connectors correctly.
12	Is the CMU wiring harness open or shorted?	Yes	Repair / Replace CMU wiring harness.
		No	<p>Check / Replace the CMU.</p> <ul style="list-style-type: none"> • Document date and time of the condition. • Retrieve CMU log data if possible before replacing the CMU. ◦ Important Note • Retrieve CMU backup data if possible before replacing the CMU. • If necessary, contact Hotline for additional support. • See Warranty Information Note.
13	<p>Check / Replace the CMU.</p> <ul style="list-style-type: none"> • Document date and time of the condition. • Retrieve CMU log data if possible before replacing the CMU. • Retrieve CMU backup data if possible before replacing the CMU. <p>Did DTC B119F:49 clear?</p>	Yes	Repair completed.
		No	Repair / Replace GPS antenna.
<p>NOTE: Remove aftermarket GPS devices that may interfere with vehicle GPS antenna. Example: Some radar detectors may emit radio waves that interfere with the vehicle GPS antenna.</p>			

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No. 8 Voice Recognition Does Not Work

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis.
		No	Go to step 2.
2	Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" and perform Functional Inspection/Adjustment -> Steering SW Inspection -> Did the Steering SW Inspection Pass?	Pass	Go to step 3.
		Fail	Go to MGSS STEERING SWITCH INSPECTION.
3	Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" and perform Functional Inspection/Adjustment -> Microphone Inspection -> Did the Microphone Inspection Pass?	Pass	Check / Replace the CMU. <ul style="list-style-type: none"> • Document date and time of the condition. • Retrieve CMU log data if possible before replacing the CMU. <ul style="list-style-type: none"> ◦ Important Note • Retrieve CMU backup data if possible before replacing the CMU. • If necessary, contact Hotline for additional support. • See Warranty Information Note.
		Fail	Go to MGSS MICROPHONE INSPECTION.

No. 9 Cannot Make a Hands-Free Call

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis.
		No	Go to step 2.
2	Is Bluetooth enabled on the customers device?	Yes	Go to step 3.
		No	Enable Bluetooth on the customers device.
3	Is the customers device data service strength good?	Yes	Go to step 4.
		No	Move to a location where data service strength is good and retest.
4	Is the customers device paired to the vehicle?	Yes	Go to step 5.
		No	Pair the customers device to the vehicle.
5	Is the customers device selected in MAZDA CONNECT settings?	Yes	Go to step 6.
		No	Select the customers device from Bluetooth settings.
6	Delete the device from MAZDA CONNECT and then re-pair it.	Yes	Normal Operation.
		No	Go to step 7.

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	Does Bluetooth work correctly?		
7	Go to connect.mazda.com -> Support -> Compatibility . Is the customers device compatible?	Yes	Go to step 8.
		No	The customers device is not compatible.
8	Does the same symptom occur on another same model/year vehicle?	Yes	Go to step 9.
		No	Go to step 10.
9	Reboot the customers device. Does Bluetooth work correctly?	Yes	Vehicle operation is normal.
		No	Go to step 10.
10	Is the Bluetooth device in a place where radio waves may be blocked? (Behind or under a sheet, in a box, in a purse/bag, ext.)	Yes	Move the Bluetooth device away from hidden location.
		No	Go to step 11.
11	Is the Bluetooth device contacting or blocked by metal objects?	Yes	Move the Bluetooth device away from metal objects.
		No	Go to step 12.
12	Is a Bluetooth device and a USB device connected at the same time?	Yes	Disconnect other USB device.
		No	Go to step 13.
13	Does the problem occur in a specific geological location only?	Yes	Move to a different location. This may be caused by electrical interference by radio stations, specific small power radio stations, or amateur radio stations for mobile identification used in industrial, scientific and medical devices.
		No	Go to step 14.
14	Does the same symptom occur on another Bluetooth device?	Yes	Go to step 15.
		No	The customers device is not compatible.
15	Does the voice recognition system operate using other functions such as Bluetooth Audio?	Yes	Check / Replace the CMU. <ul style="list-style-type: none"> Document date and time of the condition. Retrieve CMU log data if possible before replacing the CMU. <ul style="list-style-type: none"> Important Note Retrieve CMU backup data if possible before replacing the CMU. If necessary, contact Hotline for additional support. See Warranty Information Note.
		No	Go to No. 8 Voice Recognition Does Not Work .

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No. 10 Cannot Play Bluetooth Audio

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis
		No	Go to step 2.
2	Is Bluetooth enabled on the customers device?	Yes	Go to step 3.
		No	Enable Bluetooth on the customers device.
3	Is the customers device data service strength good?	Yes	Go to step 4.
		No	Move to a location where data service strength is good and retest.
4	Is the customers device battery strength good?	Yes	Go to step 5.
		No	Connect the customers device to a charger or recharge the device, then retest.
5	Is the customers device paired to the vehicle?	Yes	Go to step 6.
		No	Pair the customers device to the vehicle.
6	Is the customers device selected in MAZDA CONNECT settings?	Yes	Go to step 7.
		No	Select the customers device from Bluetooth settings.
7	Delete the device from MAZDA CONNECT and then re-pair it. Does Bluetooth work correctly?	Yes	Normal Operation.
		No	Go to step 8.
8	Go to connect.mazda.com -> Support -> Compatibility . Is the customers device compatible?	Yes	Go to step 9.
		No	The customers device is not compatible.
9	Does the same symptom occur on another same model/year vehicle?	Yes	Go to step 10.
		No	Go to step 11.
10	Reboot the customers device. Does Bluetooth work correctly?	Yes	Vehicle operation is normal.
		No	Go to step 11.
11	Is the Bluetooth device in a place where radio waves may be blocked? (Behind or under a sheet, in a box, in a purse/bag, ext.)	Yes	Move the Bluetooth device away from hidden location.
		No	Go to step 12.
12	Is the Bluetooth device contacting or blocked by metal objects?	Yes	Move the Bluetooth device away from metal objects.
		No	Go to step 13.
13	Is a Bluetooth device and a USB device connected at the same time?	Yes	Disconnect other USB device.
		No	Check / Replace the CMU. <ul style="list-style-type: none"> • Document date and time of the condition. • Retrieve CMU log data if possible before

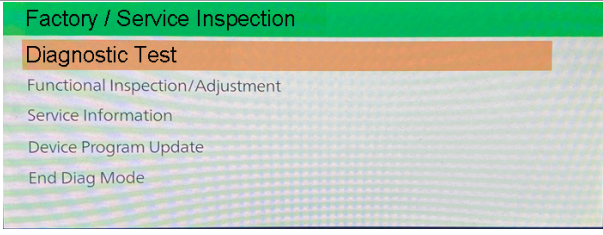
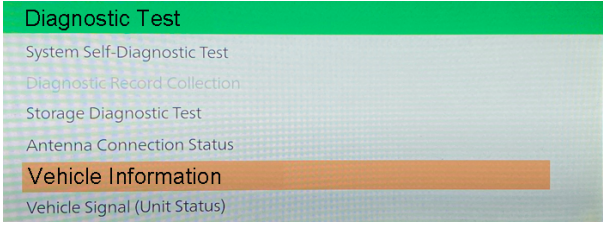
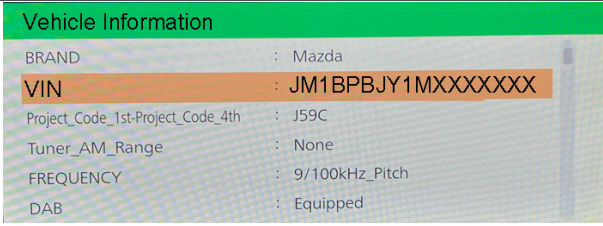
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			<p>replacing the CMU.</p> <ul style="list-style-type: none"> ◦ Important Note • Retrieve CMU backup data if possible before replacing the CMU. • If necessary, contact Hotline for additional support. • See Warranty Information Note.
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No. 11 SiriusXM Inoperative and/or No Audio Sound

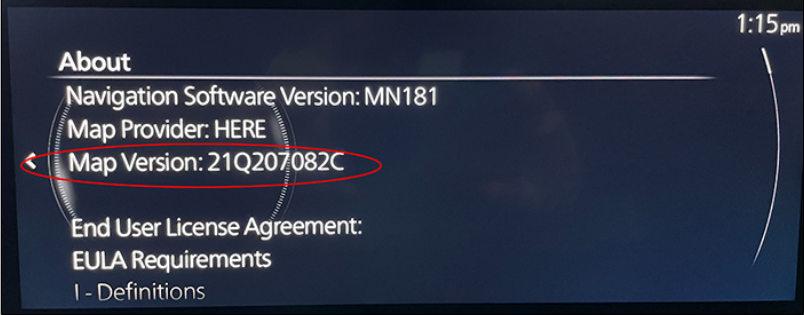
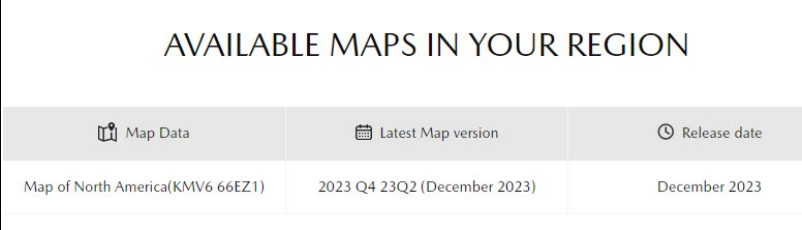
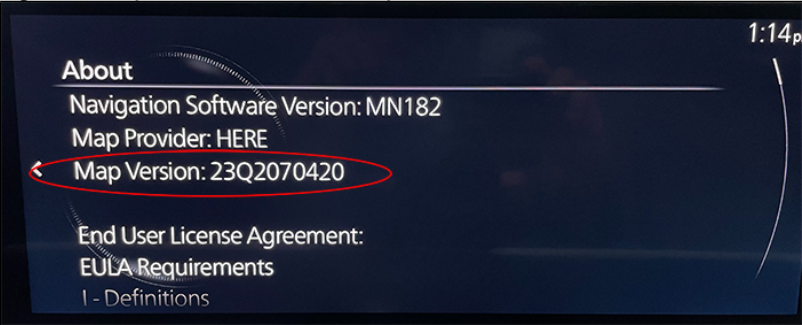
Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis
		No	Go to step 2.
2	Using eMDCS, is the vehicle equipped with SiriusXM?	Yes	Go to step 3.
		No	Inspection complete. Notify the customer that the vehicle is not equipped with SiriusXM.
3	From the main menu, <ul style="list-style-type: none"> • Select Entertainment • Select Menu • Select Source List • Select SiriusXM Is Ch. 001 SiriusXM visible and has audio sound?	Yes	No issue on vehicle side. Go to step 6 and retrieve SiriusXM Radio ID and provide it for the customer. Then advise the customer to contact SiriusXM at 844 711-8800 for support.
		No	Go to step 4.
4	Using eMDCS, is there any history of a Remote Tuner replacement?	Yes	Go to step 5.
		No	Go to step 6.
5	From the main menu, <ul style="list-style-type: none"> • Select Entertainment • Select Menu • Select Source List • Select SiriusXM 	Yes	<p>Possible Cause: The Remote Tuner was previous swapped from another vehicle.</p> <p>Note: Remote Tuners are VIN locked, so they cannot be</p>

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1	Use MGSS DIAGNOSTIC ASSIST FUNCTION and select Diagnostic Test.		
2	Select Vehicle Information verification.		
3	Document the VIN.		
4	Does the VIN match the vehicle?	Yes	Inspection Complete.
		No	Swap CMU(s) to correct vehicle(s) or replace CMU.

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No. 13 How to check the Navigation SD Card Map Software Version

<ol style="list-style-type: none"> 1. From main infotainment screen, select "Navigation" 2. Select "Menu" 3. Select "Travel Information" 4. Select "About" 5. Navigation Map Software Version is displayed 	2024 CX-90 Example shown below:					
	Navigation Map Software Version 21Q207082C					
						
	Website shows available map software version 23Q2 and release date Dec, 2023.					
	 <table border="1" style="margin: 0 auto; border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="padding: 5px;">Map Data</th> <th style="padding: 5px;">Latest Map version</th> <th style="padding: 5px;">Release date</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Map of North America(KMV6 66EZ1)</td> <td style="padding: 5px;">2023 Q4 23Q2 (December 2023)</td> <td style="padding: 5px;">December 2023</td> </tr> </tbody> </table>	Map Data	Latest Map version	Release date	Map of North America(KMV6 66EZ1)	2023 Q4 23Q2 (December 2023)
Map Data	Latest Map version	Release date				
Map of North America(KMV6 66EZ1)	2023 Q4 23Q2 (December 2023)	December 2023				
Navigation Map Software Version Updated to 23Q2						
						

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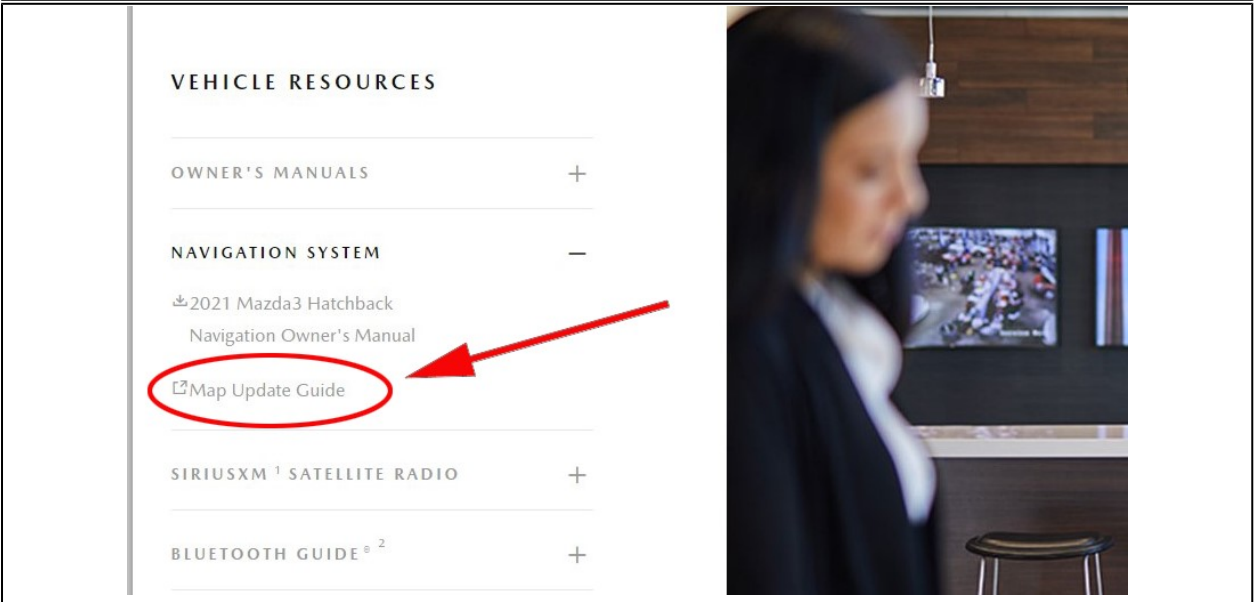
No. 14 How to update the Navigation SD Card Map

Go to Mazdausa.com

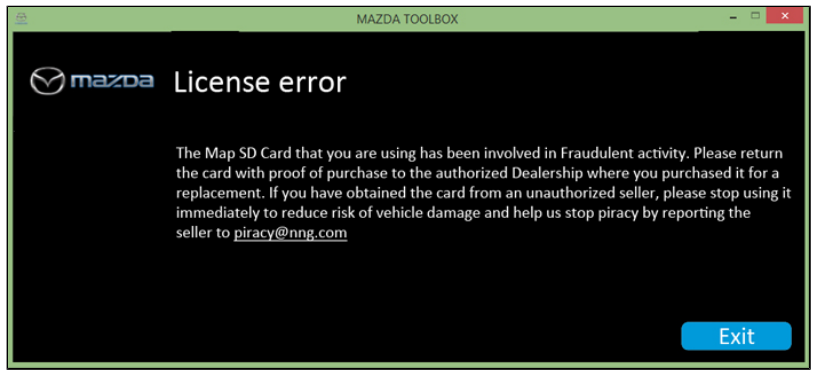
Select Owners → How to Use → Add vehicle year/model → VEHICLE RESOURCES → NAVIGATION SYSTEM → Map Update Guide

Note:

- Gen 7 Infotainment uses 2 different Mazda Toolboxes. Go to MGSS --> Infotainment/TCU --> [Navigation Map Updates](#) to select the correct Mazda Toolbox.
- No map update available for CX-70, 2024-Current MX-5. Navi SD Card replacement only.
 - These vehicles are equipped with a Hybrid Navigation system.



License Error message in Mazda Toolbox



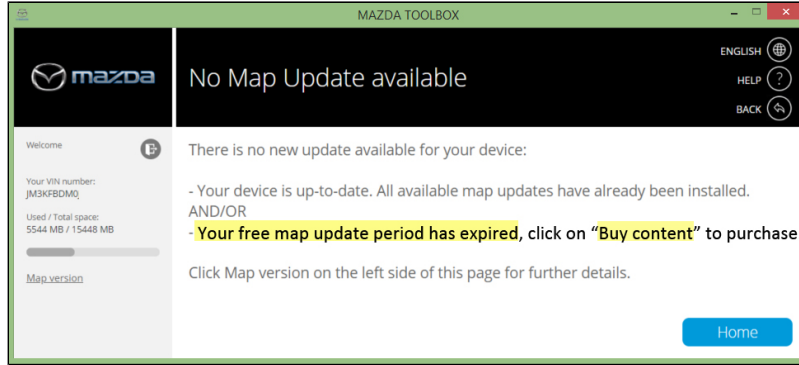
Customer is locked out of map update on Mazda Toolbox due to unauthorized or counterfeit navigation SD card.

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How to unlock the customer account in Mazda Toolbox

1. Purchase a Genuine Mazda Navigation SD card.
2. Install new Genuine Mazda Navigation SD card.

Free map update period has expired



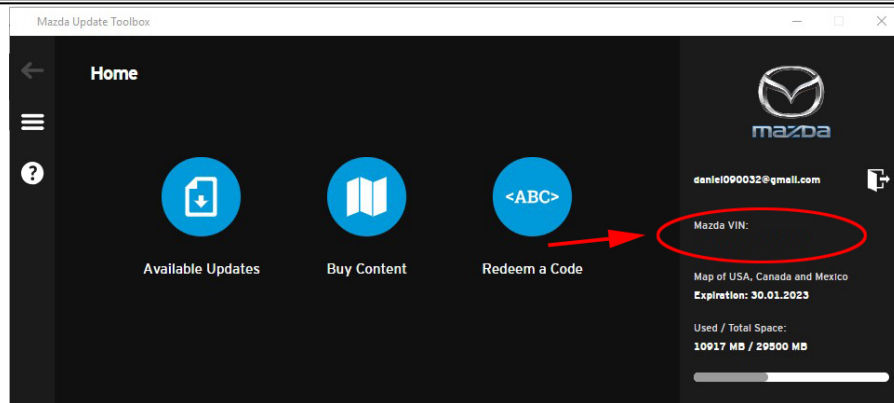
Customer needs to go to "Buy content" to purchase map update.

No. 15 How to Check Navi SD Card VIN Lock

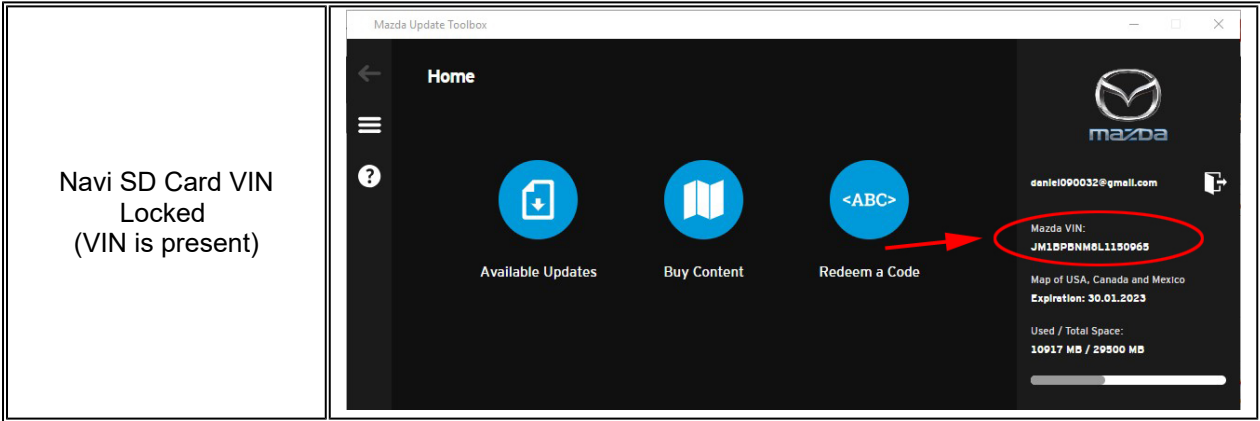
Go to:

- Except CX-70, CX-90, 2024-Current MX-5 - [Mazda Toolbox](#) (Version 5)
- CX-90 - [Mazda Toolbox](#)
 - **NOTE:** No map update available for CX-70, 2024-Current MX-5. Navi SD Card replacement only.
 - These vehicles are equipped with a Hybrid Navigation system.

Navi SD Card VIN Unlocked (VIN is blank)



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No. 16 How to Report Navigation Map Error or Missing Location

<p>Navigation system does not contain a road that I know it exists and I am certain I have the most recent map update available.</p>	
1.	<p>Advise the customer to go to mapcreator.here.com</p>
2.	<p>Customer will need to create a mapcreator.here.com Log In</p>
3.	<p>Customer can use the HERE website to report map error or missing location. Point, click and report missing address. Note: Inform the customer that the map correction may take up to 6 months to appear on the latest map update.</p>

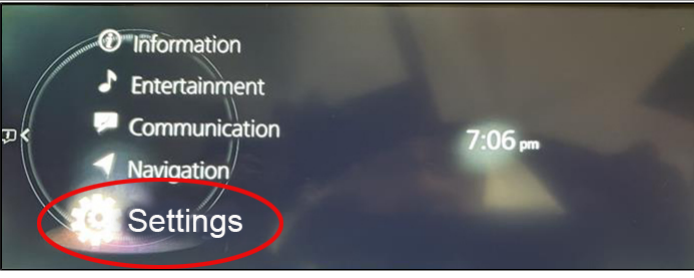
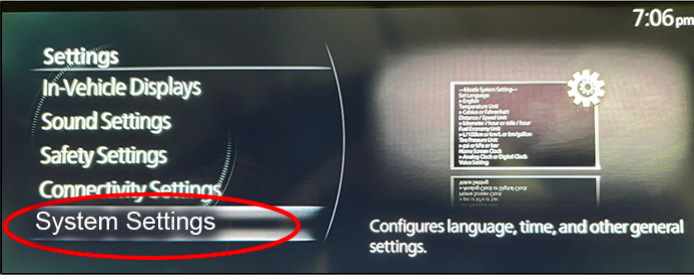

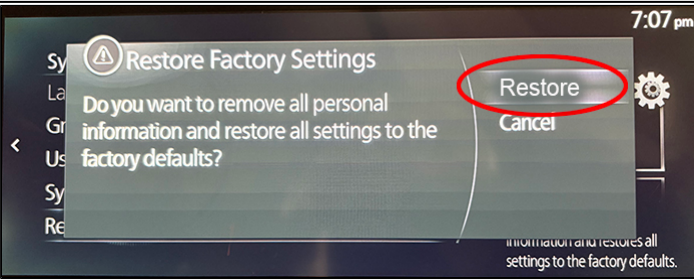

No. 17 Over the Air (OTA) CMU Software Update

<ul style="list-style-type: none"> • CX-50 only (other models will follow) • Available after MGSS CMU software 7000C0A-NA05_11014 update. • MAZDA CONNECT OTA Update Instructions • Requires a clear view of the sky • Soft Update Only • Software fix details are not provided (Details provided on MGSS) 	<p>Push notification (Information icon "i") - System checks every 7 days</p>
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No. 18 Infotainment Factory Reset

Infotainment Factory Reset

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<p>1. From the Main Menu, go to "Setting"</p>	
<p>2. Select "System Settings"</p>	
<p>3. Select "Restore All Factory Settings"</p> <p>Note: This will remove all customer personal information and restore all settings to the factory defaults.</p>	
<p>4. Select "Restore"</p>	
<p>5. After Restoring is complete, the system will reboot.</p>	

No. 19 Tech Tips

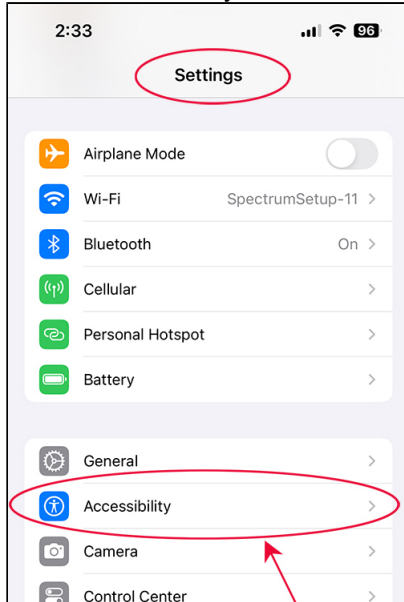
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1 Outside iPhone caller experiences poor sound quality (wind noise, air noise, static, hissing sound.....ect)

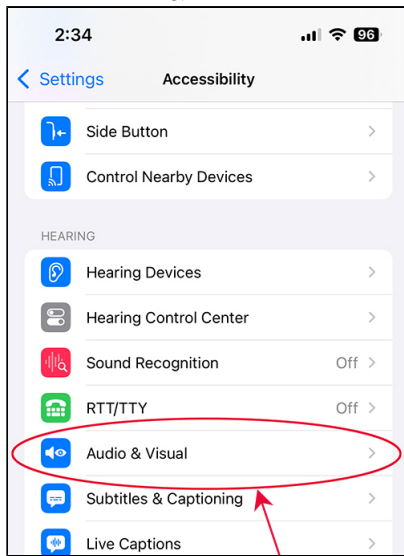
Outside iPhone Caller Setting

Outside iPhone caller sound quality can be improved by changing the Audio & Video settings to "Voice Isolation**"

1. Go to Settings
2. Select "Accessibility"



3. Select "Audio & Visual"

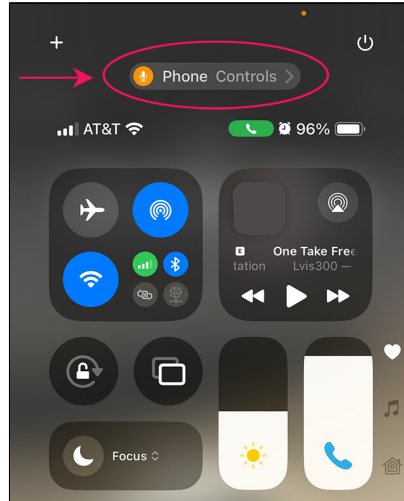


4. Enable "Add Voice Isolation"

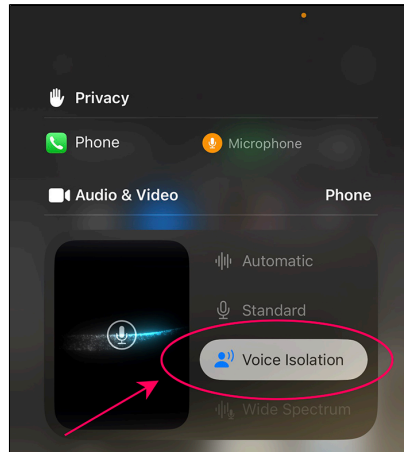
Outside iPhone Caller Setting, during a call

Outside iPhone caller sound quality can be improved by changing the Audio & Video settings to "Voice Isolation**"

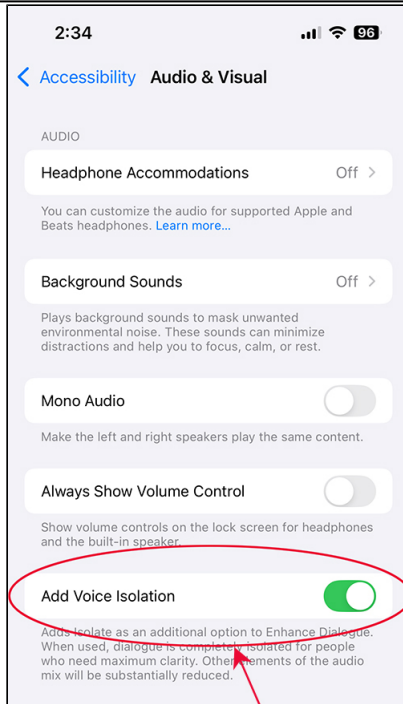
1. During your call, swipe down from the top-right corner of your screen to open Control Center.
2. Select Phone Controls



3. Select Voice Isolation*



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* To use Voice Isolation during a phone call, you need:

- iOS 16.4 or later.
 - iPhone XR, iPhone XS models, and later

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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