

<b>Subject:</b>  <b>GLOBE WITH SLASH ICON AND SOMETIMES BEEP SOUND NEAR SOS BUTTON</b>	<b>Service Alert No.: SA-015/26</b>
	<b>Last Issued : 03/13/2026</b>

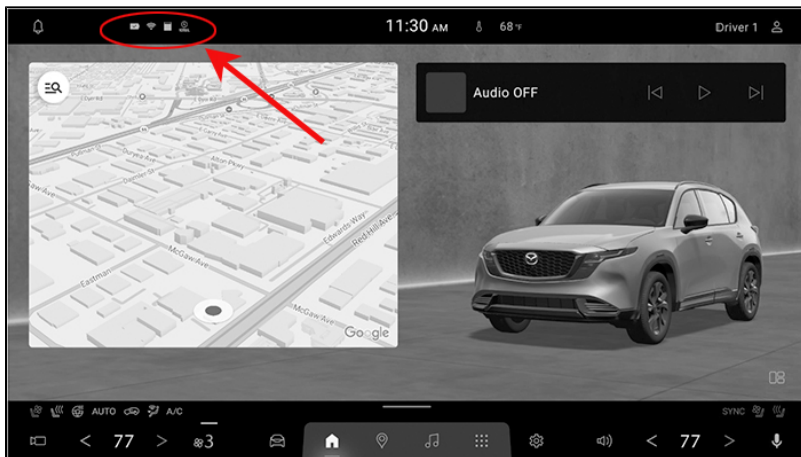
## BULLETIN NOTES

2026 CX-5 (KM)

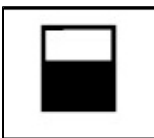
## DESCRIPTION

Some customers may experience the following:

1. Intermittent Globe with a slash icon.



- The Globe with Slash icon indicates that communication between the Cockpit Domain Controller (CDC) and the Data Communication Module (DCM) has not yet been completed.
  - This communication may take up to 90 seconds to complete. During this time, some Mazda Connect 3 functions, such as Google Assistant, will not be available.
  - Once communication is complete, the Globe with Slash icon will be replaced by the reception icon, as shown below.



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- If communication between the CDC and DCM does not complete within 90 seconds, the system has experienced an interruption. Advise the customer that Mazda is aware of the condition and is currently working on a resolution. As soon as a resolution becomes available, this Service Alert will be promptly updated and re-released.
  - **NOTE:** Vehicle driving operation is not affected during this condition.

2. Beep sound near the SOS button and SOS button amber LED.

- This condition is related to Item 1 above. Advise the customer that Mazda is aware of the condition and is currently working on a resolution. As soon as a resolution becomes available, this Service Alert will be promptly updated and re-released.



3. Instrument Cluster Master Warning Light may be illuminated.



- Emergency Call Unit Malfunction Notification
  - Center Display Home screen --> All Apps --> Efficiency --> Notifications
- This condition is related to Item 1 above. Advise the customer that Mazda is aware of the condition and is currently working on a resolution. As soon as a resolution becomes available, this Service Alert will be promptly

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updated and re-released.

### Recovery

The system may recover on its own:

- After several minutes of driving.
- Ignition OFF and wait approximately 5 minutes. Then ignition back ON.

### REPAIR PROCEDURE

If the Recovery procedure above does not resolve the issue, perform the following:

1. Disconnect the 12V battery.
2. Wait about 1 minute.
3. Reconnect the 12V battery and retest.

Inform the customer that Mazda is aware of the issue and is working on a resolution.

**NOTE:** Vehicle driving operation is not affected during this condition.

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