



<b>Subject:</b>  GOOGLE ASSISTANT IMPROPER OPERATION	<b>Service Alert No.:</b> SA-025/26
	<b>Last Issued :</b> 04/15/2026

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

2026 CX-5

### DESCRIPTION

Some customers may experience Google Assistant Improper Operation.

1. The vehicle's location and the location indicated by voice input are far apart.

**Example:** The attached video shows that the vehicle is in Irvine, CA; however, when the driver asked for directions, the system responded with a location in Washington State.

### Temporary Workaround

Search the navigation destination manually, instead of using Google Assistant .

### REPAIR PROCEDURE

#### Perform Factory Reset

#### NOTE:

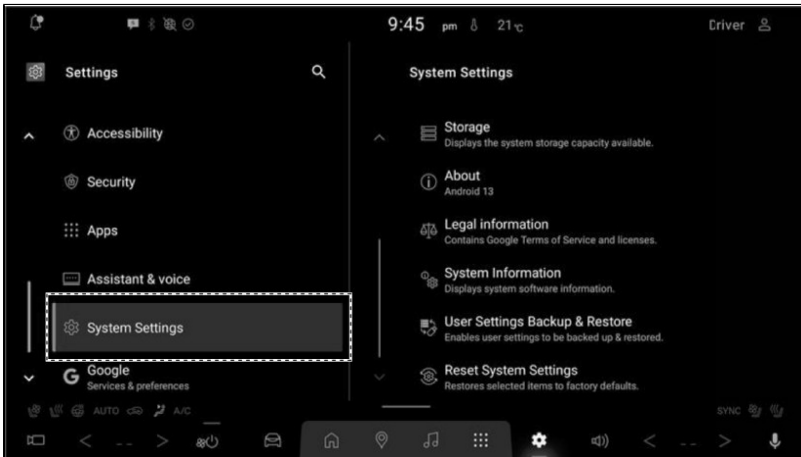
- Factory Reset will remove all customer settings.
- In addition, the pre-installed applications will also be reset to their factory settings.
- Get permission from the customer before you proceed.

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

1. From the center display home screen, select "Settings".

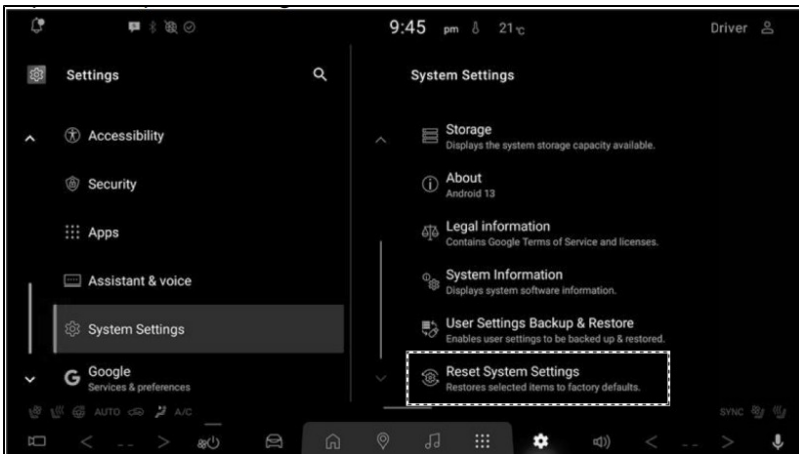


2. Select "System Settings".

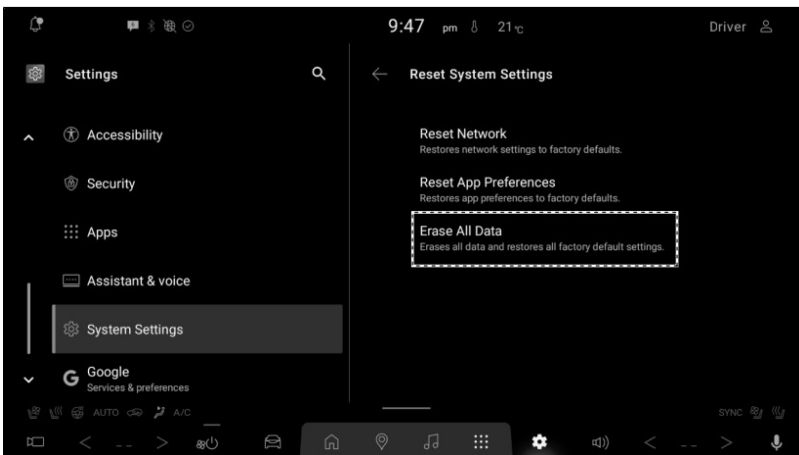


**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

### 3. Select "Reset System Settings".



### 4. Select "Erase All Data".



### NOTE:

- Inform the customer that Mazda is aware of the condition and is working on a resolution.
- Vehicle driving operation is not affected during these conditions.
- NO component replacements should be attempted at this time.
- Vehicle may be released to the customer.

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical--including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.