

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: MAZDA CONNECT 2 SYMPTOM TROUBLESHOOTING	Service Alert No.: SA-039/26
	Last Issued : 08/18/2026

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-039/26	06/15/26	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
SA-012/25	10/06/25, 08/21/25, 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

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
2021-2026 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 the Microsoft Forms Questionnaire. 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**.
 - [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 MGSS - 360°VIEW MONITOR IMAGES ARE NOT TRANSPARENT [360°VIEW MONITOR SYSTEM].
2	Press and hold the Power Button. Is the screen displayed correctly?	Yes	Normal Operation.
	Mazda3, CX-30, MX-30	No	Go to step 3.
	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? IMPORTANT NOTE: CMUs are VIN-locked. When swapping a CMU from a known good vehicle, always	Yes	Check / Replace the CMU. • Retrieve CMU log data if possible before replacing

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	return it to the original vehicle after troubleshooting is complete.		the CMU. ◦ Important Note • Document date and time of the condition. • If possible, complete the Microsoft Forms Questionnaire. 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. 2 Rebooting

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC troubleshooting.
		No	Go to step 2.
2	Is the vehicle equipped with a Navi SD map card?	Yes	Go to step 3.
		No	Go to step 7.
3	Does the reboot continue after removing the Navi SD map card?	Yes	Go to step 7.
		No	Go to step 4
4	Is the customer vehicle listed below: • 2025+ CX-70 100001+ • 2024+ CX-90 100001+ • 2024-2025 CX-5 350001+ • 2026 CX-5 100001+ • 2024-2025 CX-30 600001-872170 • 2026 CX-30 100001+ • 2024+ Mazda3 JM1 650001+ • 2024+ Mazda3 3MZ 400001+ • 2024+ MX-5 600001+	Yes	Go to step 5
		No	Go to step 7
5.	Remove the Navi SD map card and document the label Part Number. Is the Part Number listed below?	Yes	Go to step 6
		No	Go to step 7

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	• KMV6-66-EZ1* • DRVR-66-EZ1* • KR9D-66-EZ1* • ES48-66-EZ1* • KLAS-66-EZ1*		
6.	Advise the customer to go to Mazda Toolbox --> "How to Update" --> "For Windows" --> " See how to update Map data (for Windows) ", scroll down and perform "How to verify and recover the SD card data". Did the procedure resolve the concern?	Yes	Repair complete.
		No	Check / Replace the Navigation SD card.
7	Check CMU software version. Go to MGSS --> Infotainment/TCU --> MAZDA CONNECT Updates). Is the CMU software at the latest version?	Yes	Go to step 7.
		No	Update the CMU software version and then retest.
8	Is there a device connected to the USB port?	Yes	Go to step 8.
		No	Go to step 9.
9	Disconnect the USB device. Does the reboot stop after USB device is disconnected?	Yes	USB device is not compatible.
		No	Go to step 9.
10	Does the reboot continue after ignition key OFF then back ON?	Yes	Go to step 10.
		No	Check / Replace the CMU. • Retrieve CMU log data if possible before replacing the CMU. ◦ Important Note • Document date and time of the condition. • If possible, complete the Microsoft Forms Questionnaire. Go to MGSS -> Infotainment -> MAZDA CONNECT Questionnaire. • See Warranty Information Note.
11	Does the reboot continue after vehicle battery disconnect?	Yes	Check / Replace the CMU. • Retrieve CMU log data if possible before replacing the CMU. ◦ Important Note • Document date and time of the condition. • If possible, complete the Microsoft Forms Questionnaire. Go to MGSS -> Infotainment -> MAZDA CONNECT Questionnaire.

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			• See Warranty Information Note.
		No	No repair needed.

No. 3 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. - Retrieve CMU log data if possible before replacing the CMU. 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	Pass	Check / Replace the CMU. Retrieve CMU log data if possible before replacing the CMU.

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	Inspection. Did the Speaker Inspection Pass?		• Important Note • Document date and time of the condition. • If possible, complete the Microsoft Forms Questionnaire. Go to MGSS - > Infotainment -> MAZDA CONNECT Questionnaire. • 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? IMPORTANT NOTE: CMUs are VIN-locked. When swapping a CMU from a known good vehicle, always return it to the original vehicle after troubleshooting is complete.	Yes	Check / Replace the CMU. • Retrieve CMU log data if possible before replacing the CMU. • Important Note • Document date and time of the condition. • If possible, complete the Microsoft Forms Questionnaire. 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. 4 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 FUNCTION [CONNECTIVITY MASTER UNIT (US)]" Perform Functional Inspection/Adjustment -> Steering SW Inspection -> Did the Steering SW Inspection Pass?	Pass	Go to step 5.
		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? IMPORTANT NOTE: CMUs are VIN-locked. When swapping a CMU from a known good vehicle, always return it to the original vehicle after troubleshooting is complete.	Yes	Check / Replace the CMU. - Retrieve CMU log data if possible before replacing the CMU. Important Note - Document date and time of the condition. - If possible, complete the Microsoft Forms Questionnaire. 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. - Retrieve CMU log data if possible before replacing the CMU. Important Note - Document date and time of the condition. - If possible, complete the Microsoft Forms Questionnaire. Go to MGSS -> Infotainment -> MAZDA

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			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 correctly? IMPORTANT NOTE: CMUs are VIN-locked. When swapping a CMU from a known good vehicle, always return it to the original vehicle after troubleshooting is complete.	Yes	Check / Replace the CMU. - Retrieve CMU log data if possible before replacing the CMU. Important Note - Document date and time of the condition. - If possible, complete the Microsoft Forms Questionnaire. 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 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.	Yes	Normal Operation.

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	Does Bluetooth work correctly?	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	Check / Replace the CMU. - Retrieve CMU log data if possible before replacing the CMU. Important Note - Document date and time of the condition. - If possible, complete the Microsoft Forms Questionnaire. 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	Check / Replace the CMU. - Retrieve CMU log data if possible before replacing the CMU. Important Note - Document date and time of the condition. - If possible, complete the Microsoft Forms Questionnaire. Go to MGSS -> Infotainment -> MAZDA CONNECT Questionnaire. - See Warranty Information Note.

No. 6 Navigation system does not start

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC troubleshooting.
		No	Go to step 2.
2	Is the customer vehicle listed below: 2025+ CX-70 100001+ 2024+ CX-90 100001+ 2024-2025 CX-5 350001+ 2026 CX-5 100001+ 2024-2025 CX-30 600001-872170 2026 CX-30 100001+ 2024+ Mazda3 JM1 650001+ 2024+ Mazda3 3MZ 400001+	Yes	Go to step 3
		No	Go to step 5

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	2024+ MX-5 600001+		
3.	Remove the Navi SD map card and document the label Part Number. Is the Part Number listed below? - KMV6-66-EZ1* - DRV6-66-EZ1* - KR9D-66-EZ1* - ES48-66-EZ1* - KLAS-66-EZ1*	Yes	Go to step 4
		No	Go to step 5
4.	Advise the customer to go to Mazda Toolbox --> "How to Update" --> "For Windows" --> " See how to update Map data (for Windows) ", scroll down and perform "How to verify and recover the SD card data". Did the procedure resolve the concern?	Yes	Repair complete.
		No	Check / Replace the Navigation SD card.
5	Check CMU software version. Go to MGSS --> Infotainment/TCU --> MAZDA CONNECT Updates . Is the CMU software at the latest version?	Yes	Go to step 6.
		No	Update the CMU software version and then retest.
6	Is there a device connected to the USB port?	Yes	Go to step 7.
		No	Go to step 8.
7	Disconnect the USB device. Does the navigation operate after USB device is disconnected?	Yes	USB device is not compatible.
		No	Go to step 8.
8	Does the navigation operation recover after ignition key OFF then back ON?	Yes	Go to step 9.
		No	Check / Replace the CMU. - Retrieve CMU log data if possible before replacing the CMU. Important Note - Document date and time of the condition. - If possible, complete the Microsoft Forms Questionnaire. Go to MGSS --> Infotainment --> MAZDA CONNECT Questionnaire. - See Warranty Information Note.
9	Does the navigation operation recover after vehicle battery disconnect?	Yes	Check / Replace the CMU. - Retrieve CMU log data if possible before replacing the CMU. Important Note

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			- Document date and time of the condition. - If possible, complete the Microsoft Forms Questionnaire. Go to MGSS -> Infotainment -> MAZDA CONNECT Questionnaire. - See Warranty Information Note.
		No	No repair needed.

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.

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		No	Go to step 9.
		Yes	Repair completed.
9	Replace GPS antenna. Does the Navigation system show correct position?	No	Check / Replace the CMU. • 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.
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.
		Yes	Repair / Replace CMU wiring harness.
12	Is the CMU wiring harness open or shorted?	No	Check / Replace the CMU. • 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.
	Check / Replace the CMU.	Yes	Repair completed.
13	• 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. Did DTC B119F:49 clear?	No	Repair / Replace GPS antenna.
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.			

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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. • 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.
		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	Yes	Normal Operation.

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	CONNECT and then re-pair it. Does Bluetooth work correctly?	No	Go to step 7.
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. • 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.
		No	Go to No. 8 Voice Recognition Does Not Work .

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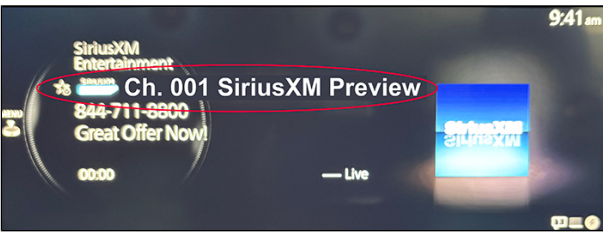
No. 10 Cannot Play Bluetooth Audio

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. - Document date and time of the condition. - Retrieve CMU log data if possible before

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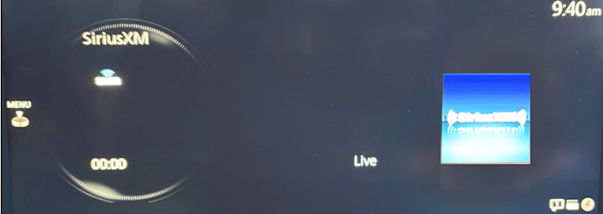
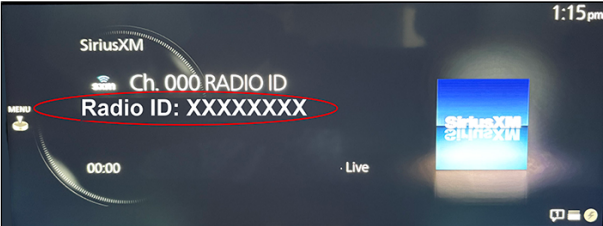
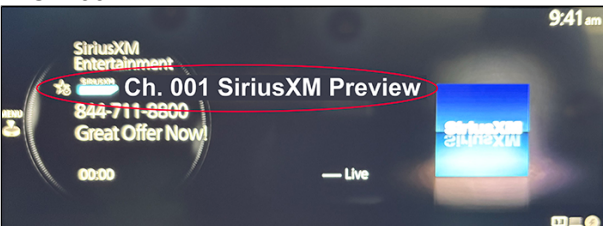
			replacing the CMU. • Important Note • Retrieve CMU backup data if possible before replacing the CMU. • If necessary, contact Hotline for additional support. • See Warranty Information Note.
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No. 11 SiriusXM Inoperative and/or No Audio Sound

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, • 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, • Select Entertainment • Select Menu • Select Source List • Select SiriusXM	Yes	Possible Cause: The Remote Tuner was previous swapped from another vehicle. Note: Remote Tuners are VIN locked, so they cannot be

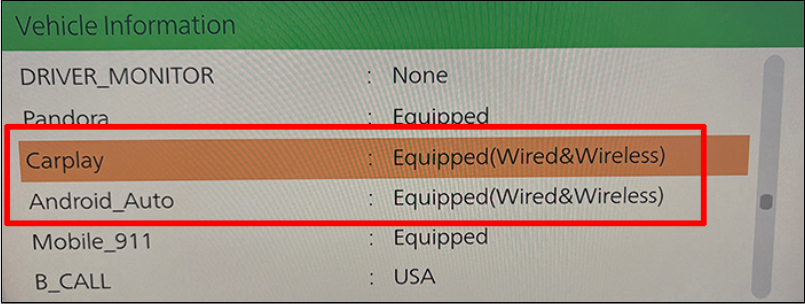
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	Is the following Sirius XM screen displayed with: • No Channel List? • No Audio Sound? • Blank data as shown below? 		swapped from another vehicle. Repair Options: 1. Retrieve the original Remote Tuner and install it, then return to step 3. 2. Replace the Remote Tuner, then go to step 6.
6.	Retrieve SiriusXM Radio ID • Select Entertainment • Select Menu • Select Source List • Select SiriusXM • Select Channel List • Select Ch. 000: RADIO ID Document SiriusXM Radio ID 	No	Go to step 6.
7.	Provide the SiriusXM Radio ID from step 6 to the customer and advise the customer to contact SiriusXM at 844 711-8800 If the Remote Tuner was replaced, inform the SiriusXM agent so that they can register the new SiriusXM Radio ID to the VIN (see SA-038/25). Is Ch. 001 SiriusXM now visible and has audio sound? 	Yes	Repair Complete.
		No	Contact Hotline for additional support.

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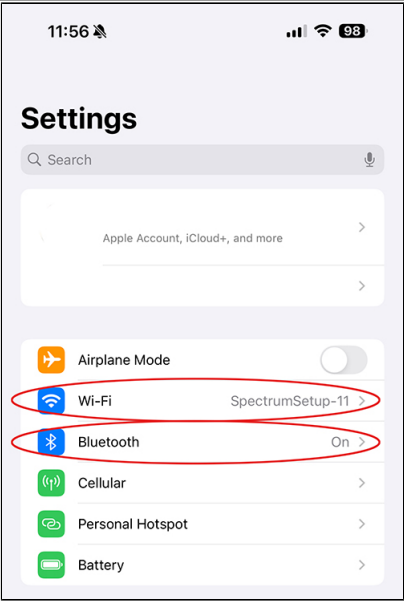
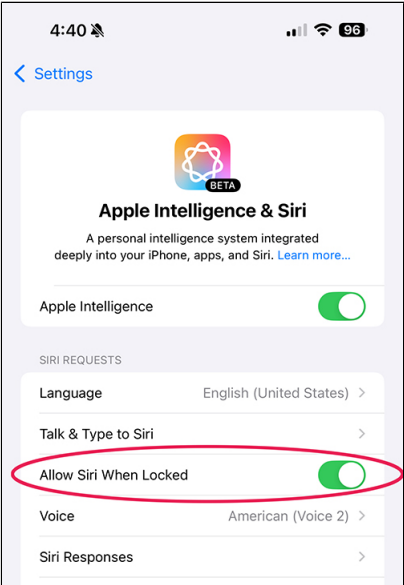
No. 12 Wireless Apple CarPlay/Android Auto will not connect

1 Is the vehicle equipped with Wireless Apple Carplay/Wireless Android Auto? Go to MGSS --> DIAGNOSTIC ASSIST FUNCTION [CMU] --> Diagnostic Test --> Vehicle Information --> Carplay/Android_Auto 	Yes - Go to next step. No - Advise the customer that the vehicle is not equipped with Wireless Apple Carplay
2 Pair a different good known phone device to the vehicle. Does the newly paired device connect to Wireless Apple CarPlay normally?	Yes - No issue on vehicle side. Go to • A - Customer iPhone Device Troubleshooting or • B - Customer Android Device Troubleshooting No - Go to C - Vehicle Troubleshooting.

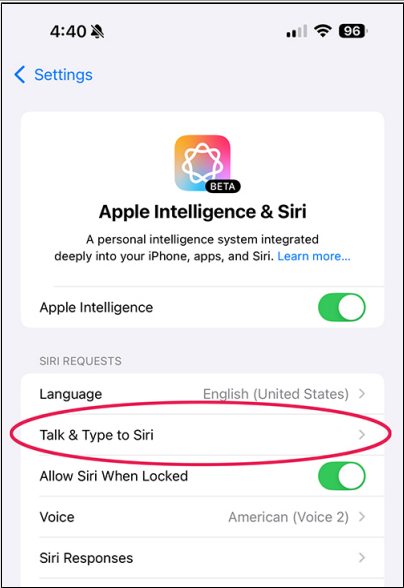
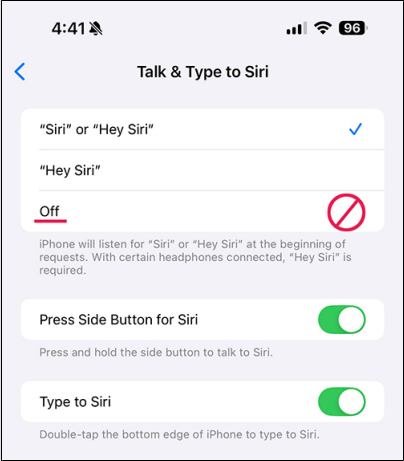
A - Customer iPhone Device Troubleshooting

1 Restart your iPhone. Does Wireless Apple CarPlay operate normally?	Yes - Repair complete No - Go to next step
2 Is the device at the latest version of IOS?	Yes - Go to next step No - Update the device IOS version and then retry.
3 Is Bluetooth and Wi-Fi enabled?	Yes - Go to next step No - Enable Bluetooth and Wi-Fi then retry connection.

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Is Siri enabled? Go to Settings --> Apple Intelligence & Siri • Confirm "Allow Siri When Locked" is enabled.  Select Talk & Type to Siri	Yes - Go to next step. No - Enable Siri and then retry.

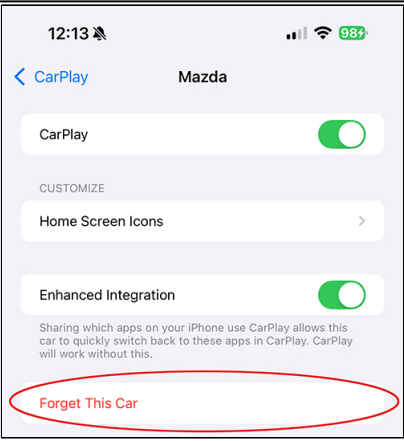
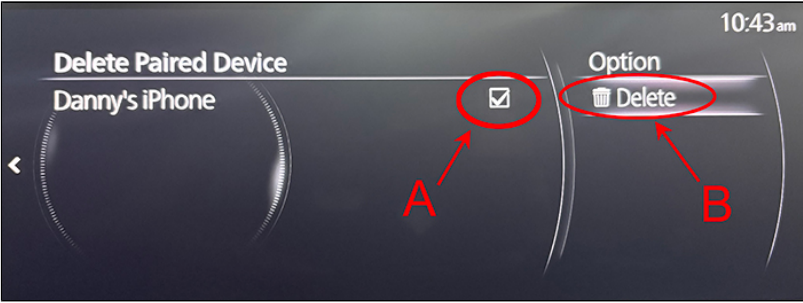
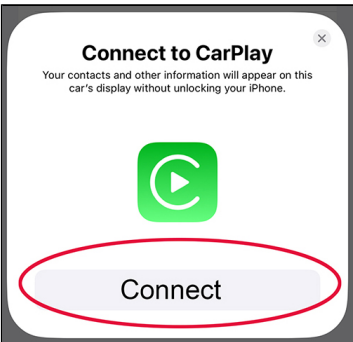
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 Confirm "Off" is <u>NOT</u> selected. 	
Confirm the CarPlay App is enabled. Go to Settings --> Screen Time --> Content & Privacy Restrictions --> Allowed Apps & Features Is CarPlay enabled?	Yes - Go to next step. No - Enable CarPlay and retry

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3:43 Allowed Apps & Features Turning off an app or feature will remove it from the Home Screen, but will not delete it from iPhone. Mail Safari FaceTime SharePlay Camera Wallet AirDrop CarPlay	
6 Confirm the vehicle is enabled. Go to Settings --> General --> CarPlay --> Select your vehicle. Is CarPlay enabled? 12:13 CarPlay Mazda CarPlay CUSTOMIZE Home Screen Icons Enhanced Integration Sharing which apps on your iPhone use CarPlay allows this car to quickly switch back to these apps in CarPlay. CarPlay will work without this. Forget This Car	Yes - Go to next step No - Enable CarPlay and retry
7 Select "Forget This Car", then set up CarPlay again. Does Wireless CarPlay now operate normally?	Yes - Repair complete No - Go to next step.

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Possible phone pairing issue. a. Delete the Paired Device - Go to Vehicle Infotainment "Settings" --> Connectivity Settings --> Bluetooth/Phone Connectivity Settings --> Delete Paired Device - Select your device (A) and then select "Delete" (B).  b. Re-pair the device. Note: When pairing the device, make sure to select: - Phone - Connect to CarPlay --> "Connect" - Vehicle - Enable Apple CarPlay --> "Always Enable" Phone: 	Yes - Repair complete No - Go to "Vehicle Troubleshooting".

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Vehicle:

Is Wireless CarPlay operating normally?

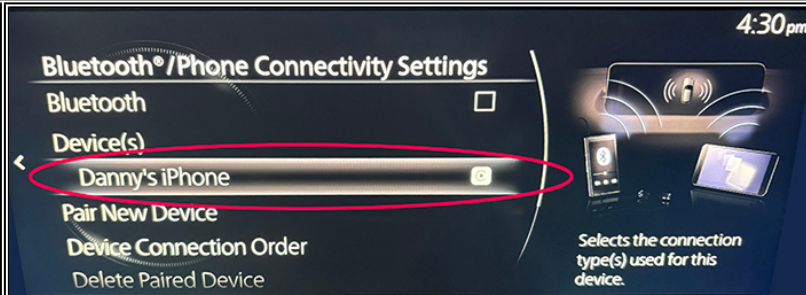
B - Customer Andrid Device Troubleshooting

1	This procedure is pending	N/A
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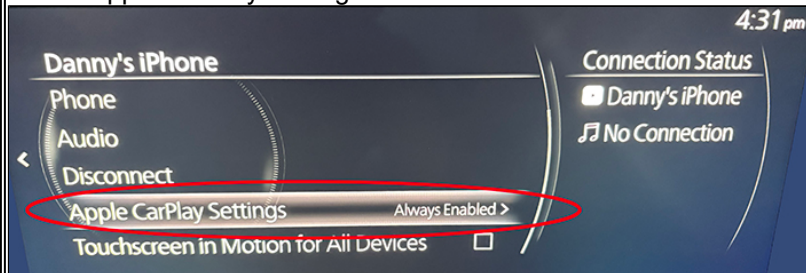
C - Vehicle Troubleshooting

1	Is the CMU at the latest software level? Go to MGSS --> Infotainment/TCU --> MAZDA CONNECT Updates "	Yes - Go to next step "No - Update the CMU software version and then retry.
2	Is Bluetooth disabled (unchecked)? Go to Settings --> Connectivity Settings --> Bluetooth/Phone Connectivity Settings --> Bluetooth. 	Yes - Go to next step No - Uncheck Bluetooth and then retry connection.
3	Confirm CarPlay is set to "Always Enabled". Select Phone Device	Yes - Go to next step. No - Select "Always Enabled" and then retry connection.

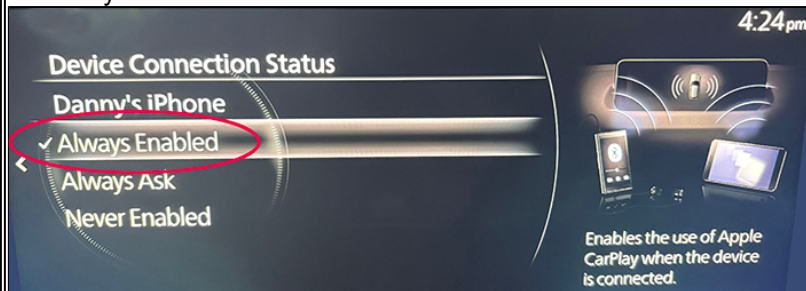
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Select Apple CarPlay Settings



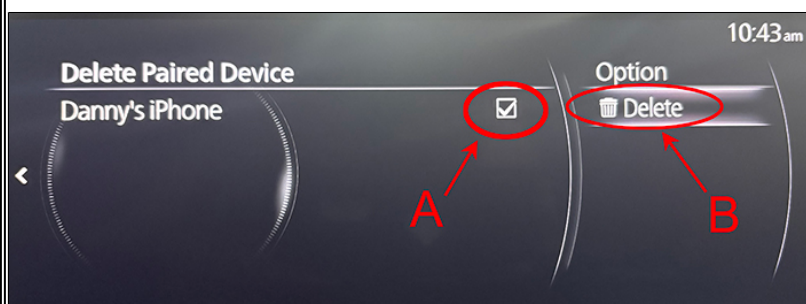
Is "Always Enabled" Selected?



Possible phone pairing issue.

a. Delete the Paired Device

- Go to Vehicle Infotainment "Settings" --> Connectivity Settings --> Bluetooth/Phone Connectivity Settings --> Delete Paired Device
- Select your device (A) and then select "Delete" (B).



b. Re-pair the device.

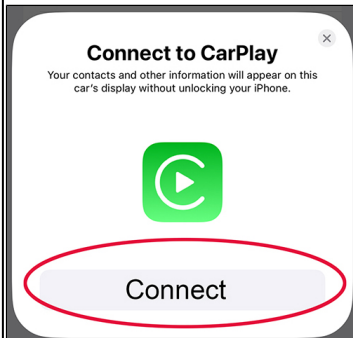
Note: When pairing the device, make sure to select:

Yes - Repair complete

No - Go to next step

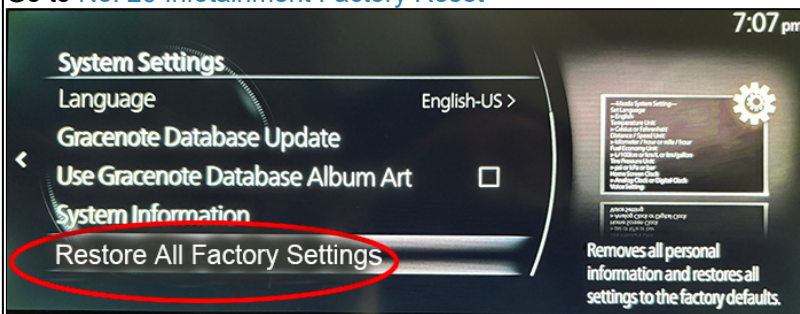
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- Phone - Connect to CarPlay --> "Connect"
- Vehicle - Enable Apple CarPlay --> "Always Enable"

Phone:**Vehicle:**

Is Wireless CarPlay operating normally?

Perform infotainment Factory Reset.
Go to [No. 20 Infotainment Factory Reset](#)



IMPORTANT NOTE: This will remove all customer personal information and restore all settings to the factory defaults.

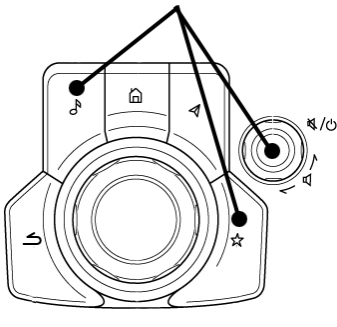
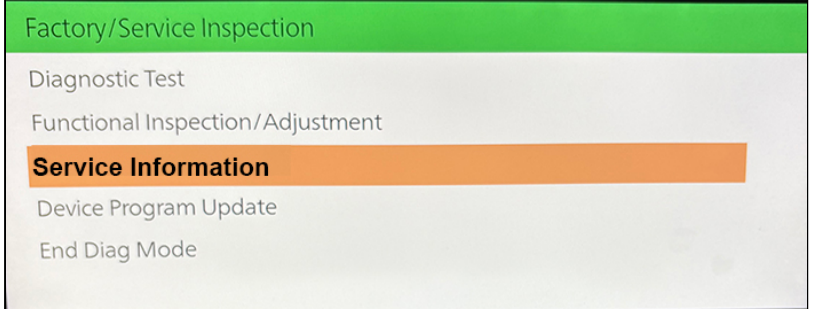
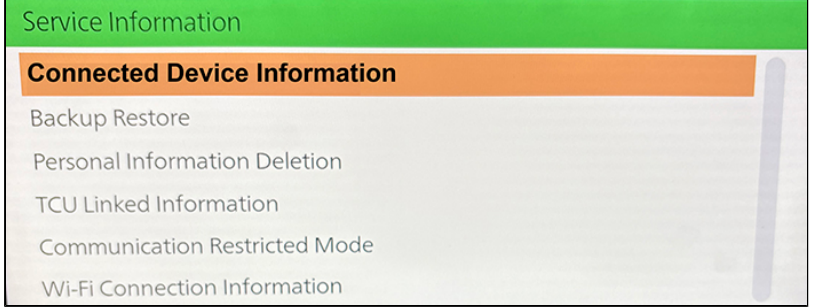
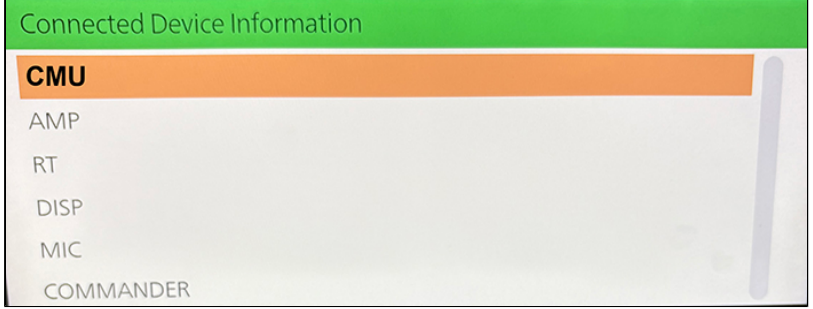
Re-pair customer's device (see step 4). Does the device connect to Wireless Apple CarPlay normally?

Yes - Repair complete

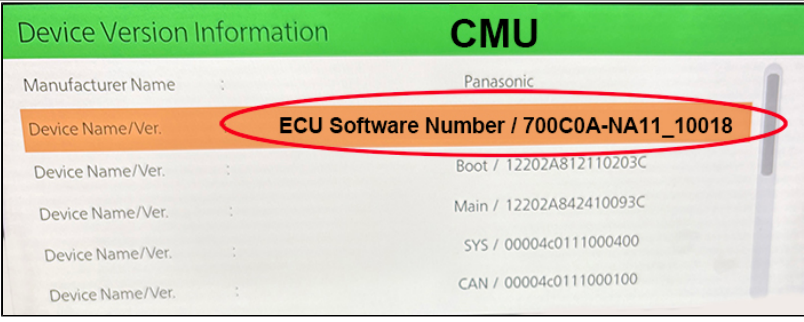
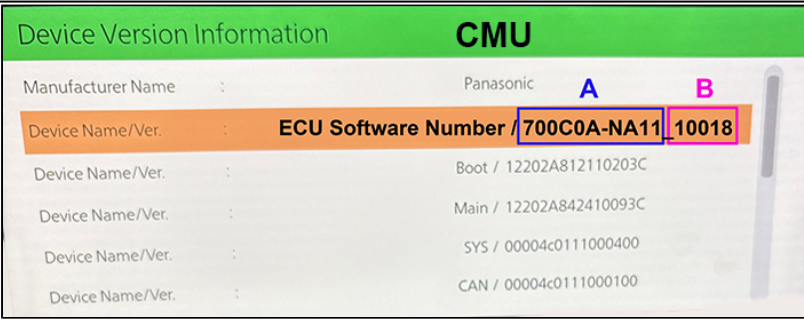
No - Contact Hotline for technical support.

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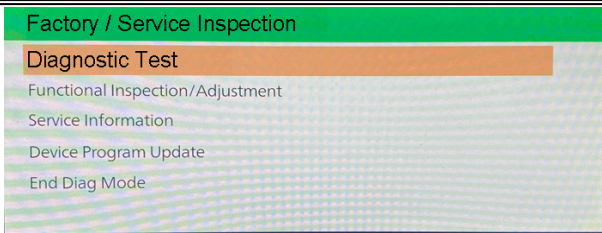
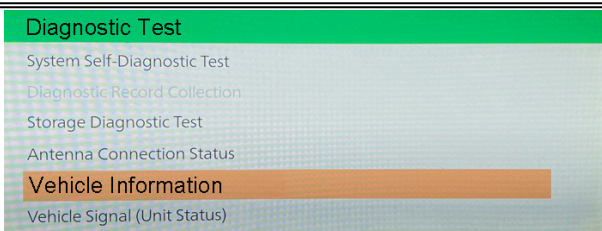
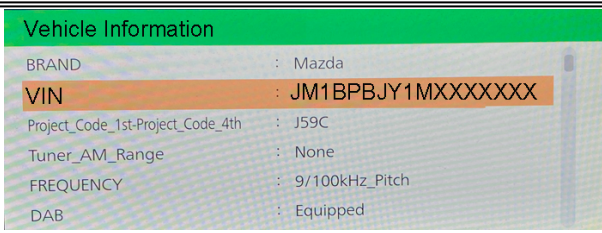
No. 13 How to Check CMU Software Version

1	Go to Diagnostic Assist Function Press and hold the Volume knob, then press and hold the Entertainment and Favorites buttons at the same time for 3-5 seconds and the Factory / Service Inspection screen will appear.	Except CX-5 and CX-9 	CX-5 and CX-9 
2	Select "Service Information"		
3	Select "Connected Device Information"		
4	Select "CMU"		

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5	ECU Software Number = CMU Software Version	
	A = Model ID B = Software Version	

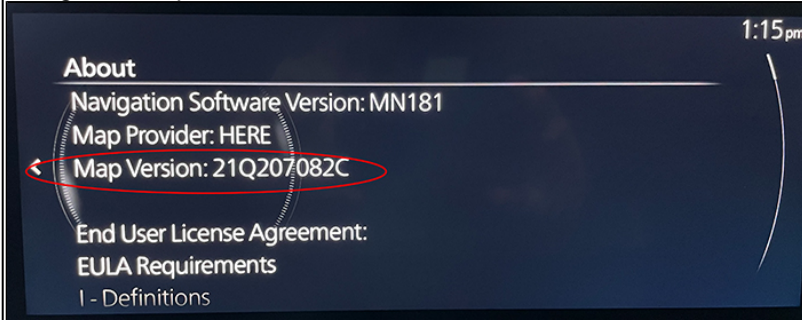
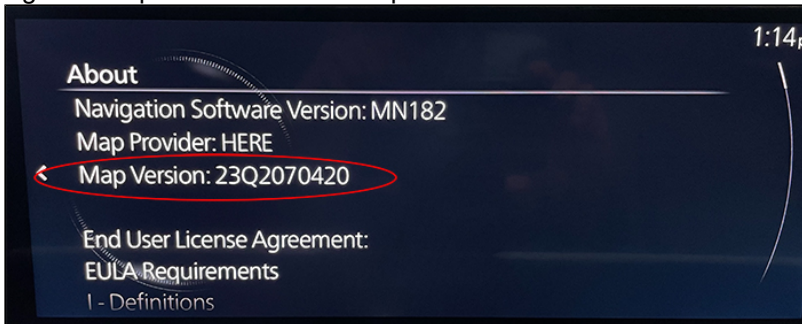
No. 14 How to Check VIN

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?	<table><tr><td>Yes</td><td>Inspection Complete.</td></tr><tr><td>No</td><td>Swap CMU(s) to correct vehicle(s) or</td></tr></table>	Yes	Inspection Complete.	No	Swap CMU(s) to correct vehicle(s) or
Yes	Inspection Complete.					
No	Swap CMU(s) to correct vehicle(s) or					

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replace CMU.

No. 15 How to check the Navigation SD Card Map Software Version

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. 
	Navigation Map Software Version Updated to 23Q2 

No. 16 How to update the Navigation SD Card MapGo to [Mazdausa.com](https://mazdausa.com)

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

Note:

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- 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.

VEHICLE RESOURCES

OWNER'S MANUALS +

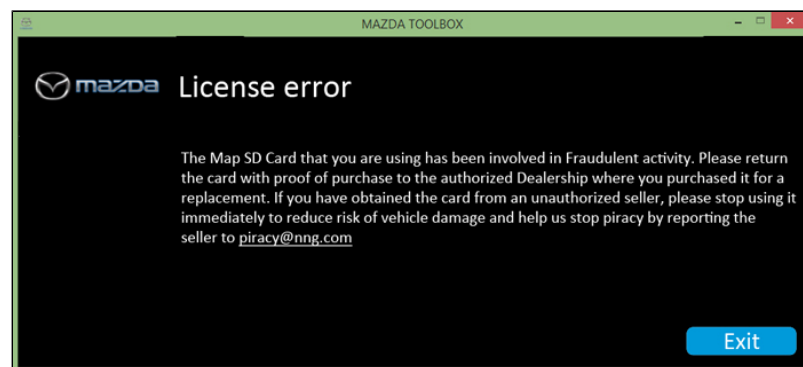
NAVIGATION SYSTEM -

2021 Mazda3 Hatchback
Navigation Owner's Manual

Map Update Guide

SIRIUSXM¹ SATELLITE RADIO +BLUETOOTH GUIDE² +

License Error
message in Mazda
Toolbox



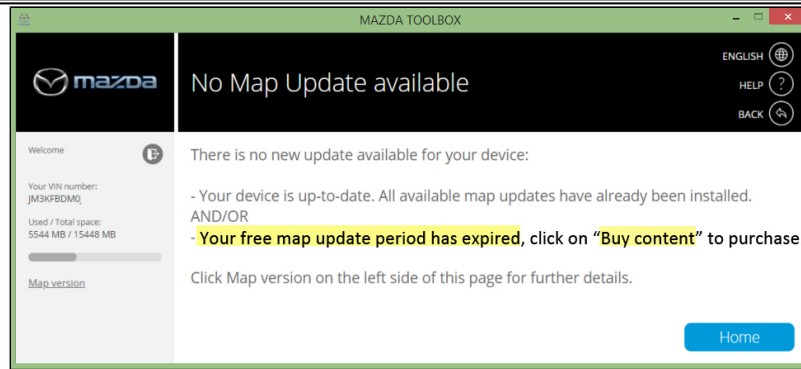
Customer is locked out of map update on Mazda Toolbox due to unauthorized or counterfeit navigation SD card.

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.

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Free map update period has expired



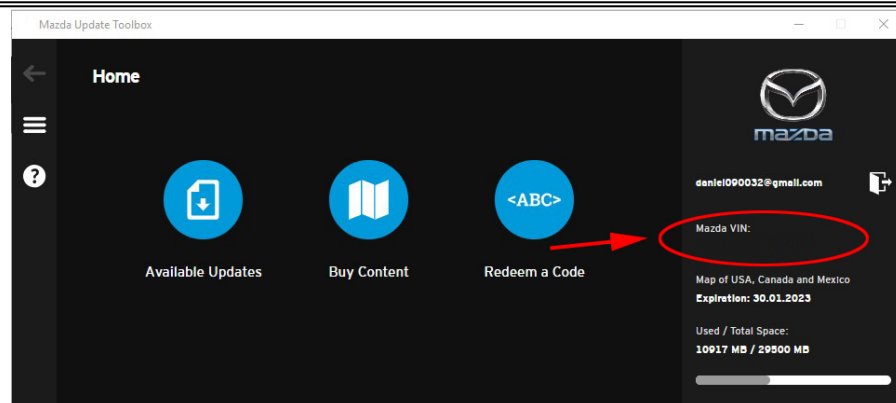
Customer needs to go to "Buy content" to purchase map update.

No. 17 How to Check Navi SD Card VIN Lock

Go to:

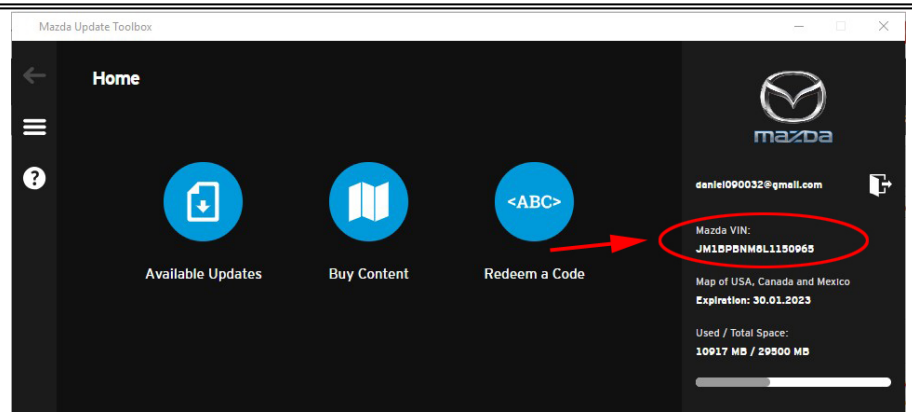
- Except CX-70, CX-90, 2024-Current MX-5 - [Mazda Toolbox](#) (Version 5)
- CX-90 - [Mazda Toolbox](#)
 - **NOTE:** No map update available for CX-70, 2024-Current MX-5. Navi SD Card replacement only.
 - These vehicles are equipped with a Hybrid Navigation system.

Navi SD Card VIN Unlocked (VIN is blank)



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Navi SD Card VIN
Locked
(VIN is present)



No. 18 How to Report Navigation Map Error or Missing Location

Navigation system does not contain a road that I know it exists and I am certain I have the most recent map update available.

1. Advise the customer to go to mapcreator.here.com
2. Customer will need to create a mapcreator.here.com Log In
3. 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.

No. 19 Over the Air (OTA) CMU Software Update

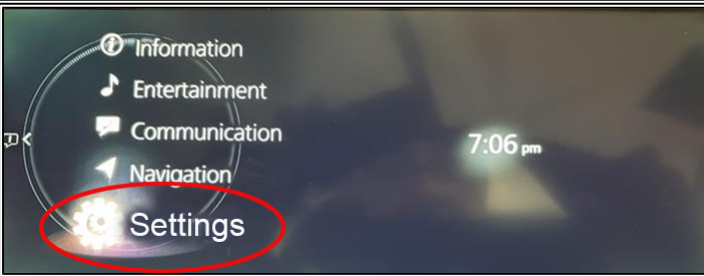
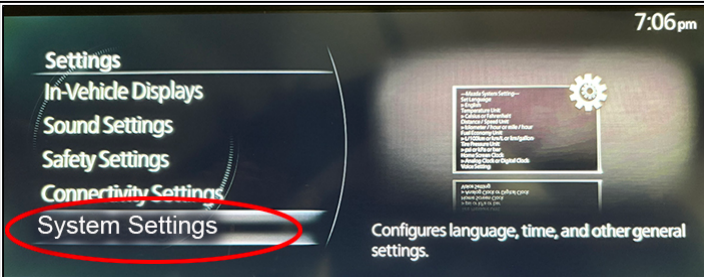
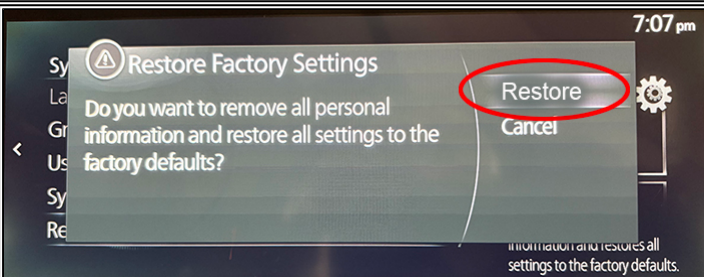
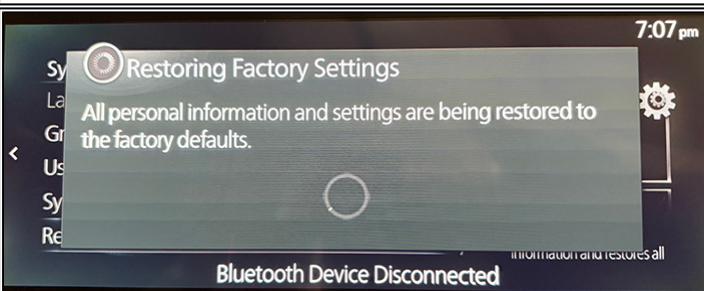
- CX-50 only (other models will follow)
- Available after MGSS CMU software 700C0A-NA05_11014 update.
- [MAZDA CONNECT OTA Update Instructions](#)
- Requires a clear view of the sky
- Soft Update Only
- Software fix details are not provided (Details provided on MGSS)

Push notification (Information icon "i") - System checks every 7 days



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No. 20 Infotainment Factory Reset

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

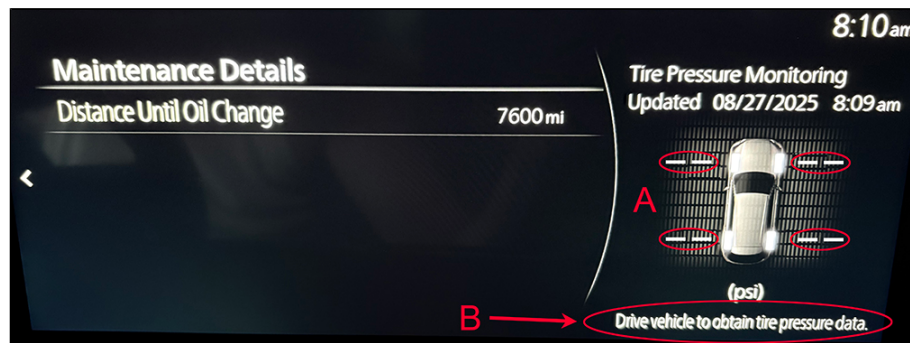
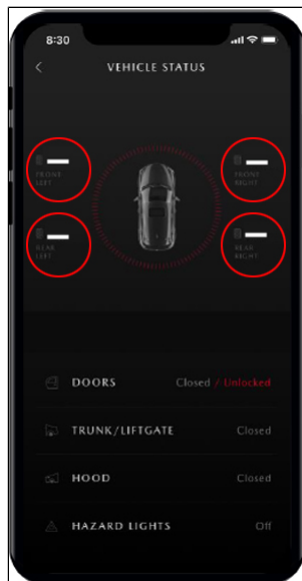
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No. 21 Tech Tips

The CX-5, CX-9, and 2024–present MX-5 models do not display individual tire pressure values on the infotainment center display or within the MyMazda App. This is an expected system behavior and does not indicate a malfunction.

Infotainment Center Display

- (A) Tire Pressure data is not displayed
- (B) The message is incorrect.

**MyMazda App****Note:**

- **Gen 6 vehicles** (CX-5, CX-9 and MX-5)
 - Equipped with TPMS warning light only.

Tire pressures are not displayed on either the infotainment center display or the MyMazda app

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- **Gen 7 vehicles**

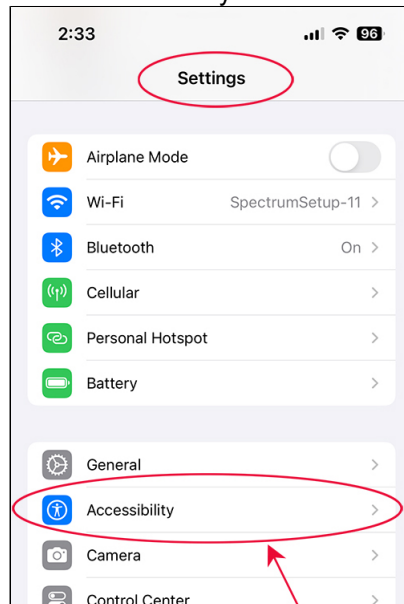
- Equipped with tire pressure data and tire location which is displayed in the infotainment center display and in the MyMazda App.

Current CX-5, CX-9 and MX-5 vehicles are now equipped with the Gen 7 infotainment system; however, tire pressure data is not displayed.

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"

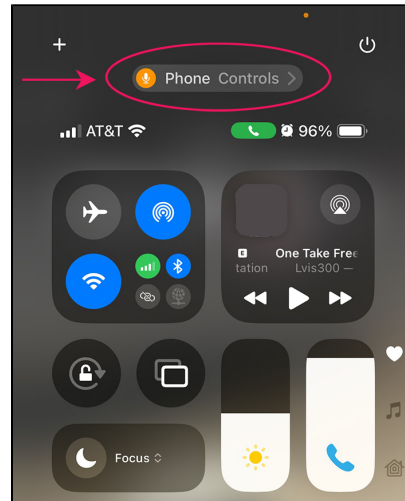


3. Select "Audio & Visual"

Outside iPhone Caller Setting, during a call

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

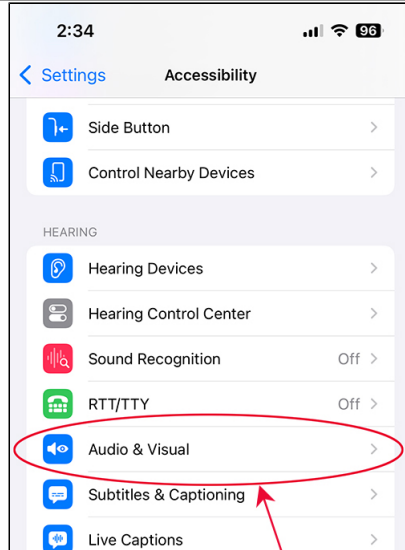
1. During your call, swipe down from the top-right corner of your screen to open Control Center.
2. Select Phone Controls



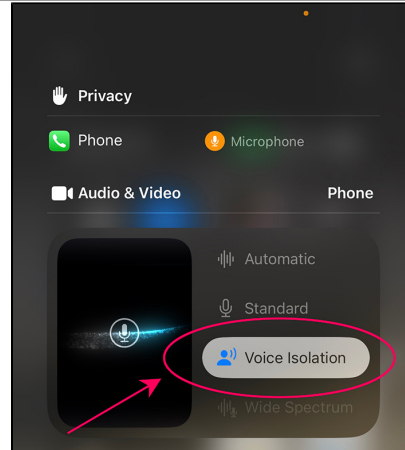
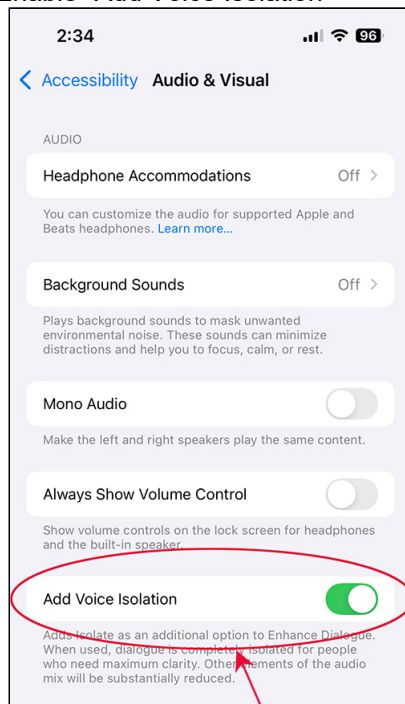
3. Select Voice Isolation*

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

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4. Enable "Add Voice Isolation"



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

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

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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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