

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  MAZDA CONNECT REBOOT OR BLANK SCREEN	<b>Service Alert No.:</b> SA-006/19
	<b>Last Issued:</b> 02/04/2019

## BULLETIN NOTES

This Service Alert supersedes previously issued Service Alert(s) listed below. The changes are noted below in Red.

Previously Issued Service Alert(s):	Date(s) Issued
SA-047/18	11/06/2018 and 12/17/2018

## APPLICABLE MODEL(S)/VINS

2014-2018 Mazda3  
2016-2018 Mazda6  
2016-2019 CX-3  
2016-2019 CX-5  
2016-2019 CX-9  
2016-2019 MX-5

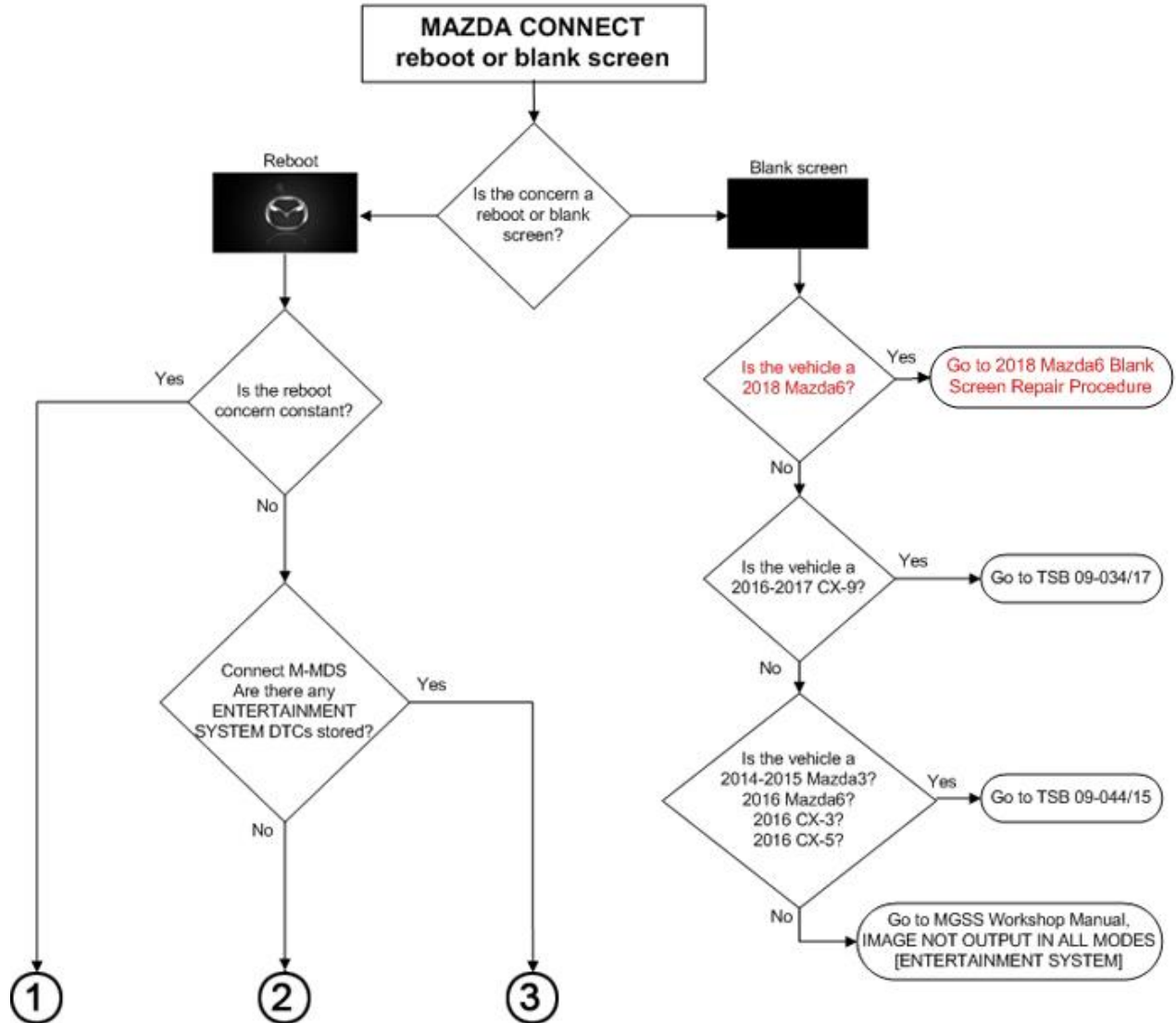
## DESCRIPTION

Some customers may complain about a MAZDA CONNECT system reboot or blank screen. Use the flowchart below to repair the vehicle.

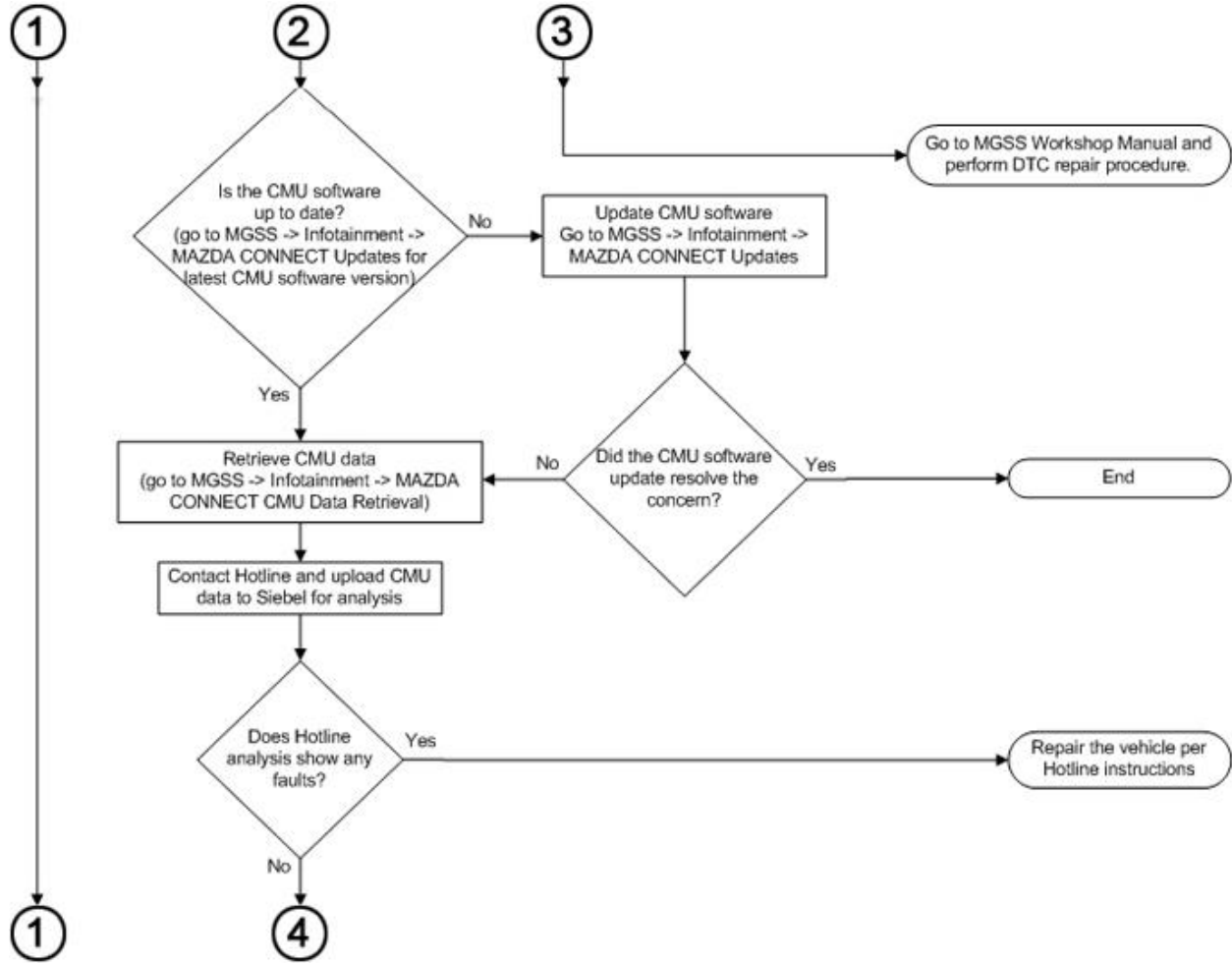
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## REPAIR PROCEDURE

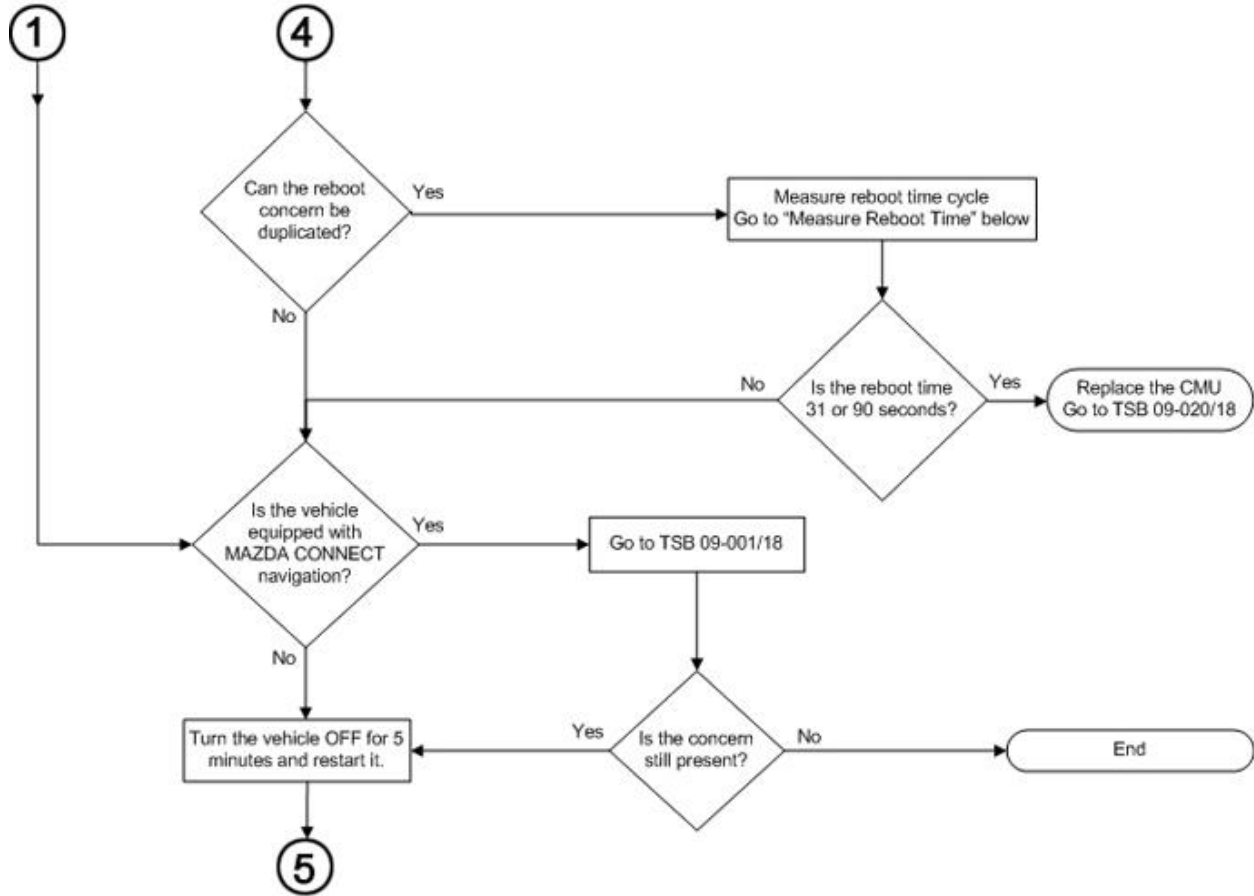
### Flowchart



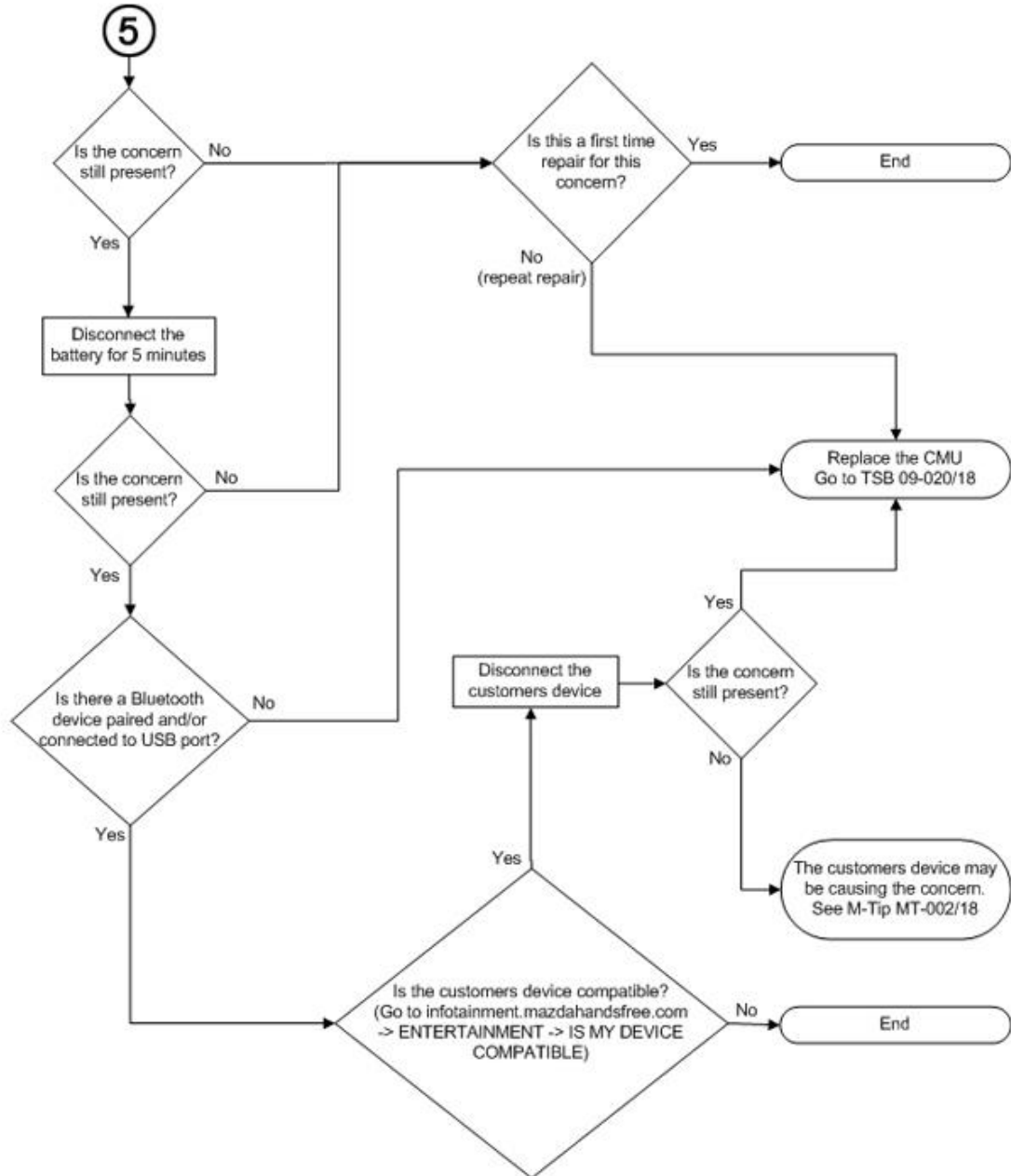
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## Flowchart Links

- 09-034/17 - CENTER DISPLAY TURNS BLACK WHILE DRIVING
- 09-044/15 - MAZDA CONNECT SHUTS DOWN AND DOES NOT REBOOT
- Latest CMU software version
- Update CMU software
- Retrieve CMU data
- Measure reboot time
- 09-020/18 - CONNECTIVITY MASTER UNIT / HANDS-FREE BLUETOOTH MODULE / TEXT MESSAGING TROUBLESHOOTING PROCEDURE
- 09-001/18 - **MAZDA CONNECT REBOOTS OR SCREEN TURNS BLACK**
- MT-002/18 - MAZDA CONNECT AUDIO SOURCE AHA / PANDORA / STITCHER / BLUETOOTH® IMPROPER OPERATION WHEN CONNECTED TO USB PORT
- Device compatibility
- 2018 Mazda6 Blank Screen Repair Procedure

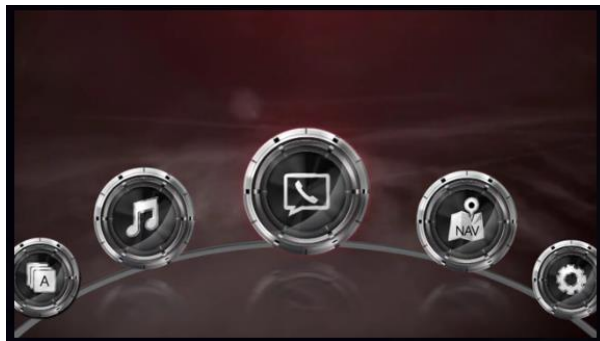
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## Measure Reboot Time

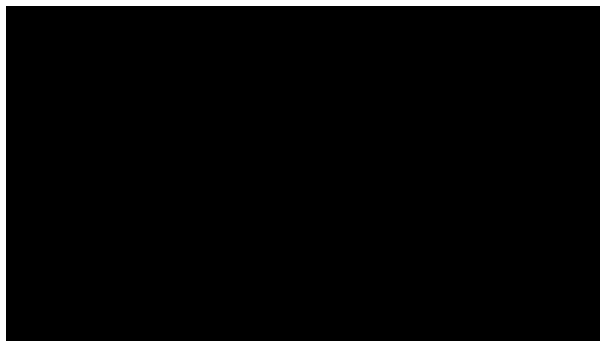
Start your stopwatch (or phone stopwatch app) the instant the Mazda logo appears. It may disappear for a second and reappear, do not stop your stopwatch yet.



The HOME screen will appear, do not stop your stopwatch yet.



As soon as the screen goes blank, stop your stopwatch. This is the reboot time. If possible, repeat 2-3 times to get an accurate time to ensure correct diagnosis.



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### 2018 Mazda6 Blank Screen Repair Procedure

1. Verify customer concern.
2. Are there DTCs stored for the Connectivity Master Unit (CMU)?
  - Yes - Diagnose DTCs per MGSS online instructions.
  - No - Proceed to next step.
3. Retrieve CMU data.
4. Contact hotline.
5. Upload CMU data to Siebel.
6. Repair the vehicle per hotline instructions.
7. Verify repair.

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