

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



|  |                              |
|--|------------------------------|
| <b>Subject:</b><br>INFOTAINMENT REBOOT / SLOW REBOOT IN MORNING/<br>DISPLAY FROZEN / DISPLAY BLANK AND REAR VIEW MONITOR<br>OPERATION NORMAL | Service Alert No.: SA-054/21 |
|  | Last Issued : 11/22/2021     |

## BULLETIN NOTES

This service alert supersedes the previously issued service alert listed below. The changes are noted in Red text.

|               |                 |
|---------------|-----------------|
| Previous SAs: | Date(s) Issued: |
| SA-054/21     | 11/16/21        |

## APPLICABLE MODEL(S)/VINS

2021 Mazda3  
2021 CX-30  
2021 CX-5  
2021 CX-9  
2022 MX-30

## DESCRIPTION

Some customers may complain about any the following infotainment system concerns:

- Reboot
- Slow reboot in morning
- Display frozen
- Display blank

### NOTE:

- Rear view monitor operation is normal
- No DTC stored

This may be caused by a CMU hardware malfunction.

## REPAIR PROCEDURE

1. Verify customer concern.
2. Check for DTCs.

### Is DTC stored?

- **YES:** This service information does not apply. Go to normal MGSS DTC diagnosis.
- **NO:** Go to next step.

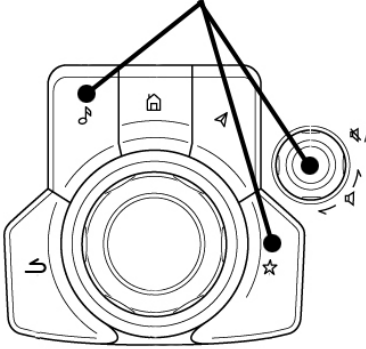

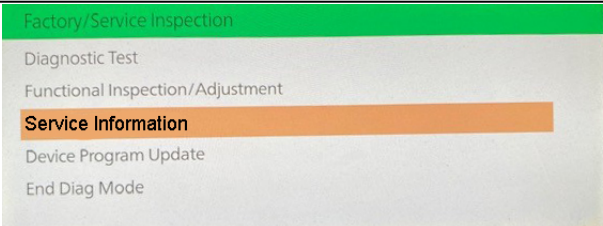
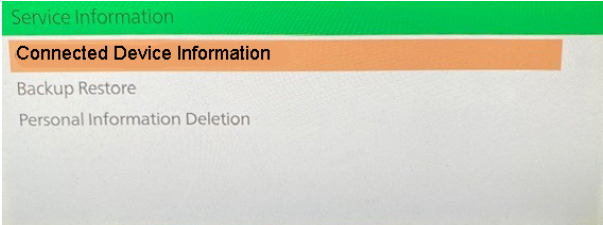
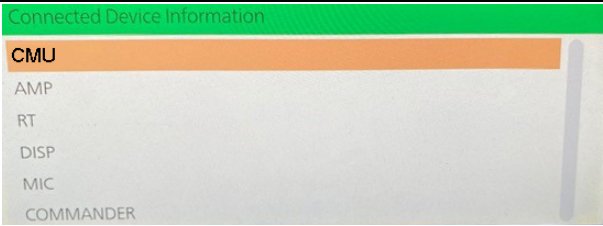
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3. Retrieve 6 digit CMU Serial Number and document it on the repair order. Go to "[CMU Serial Number Retrieval](#)"  
**Is the CMU Serial Number within the affected range?** See "[Affected CMU Serial Number Range](#)" table.


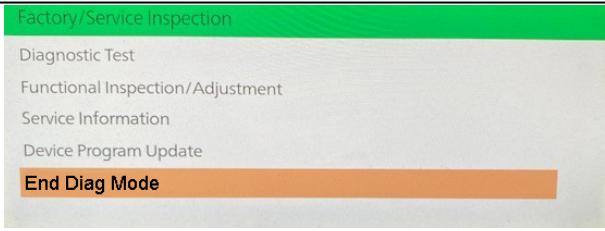
- **YES:** Replace the CMU (see [Parts Information](#), part number exceptions) and confirm the CMU replacement part software is at the latest version (see [MGSS -> Infotainment/TCU -> MAZDA CONNECT Updates](#)).
- **NO:** This service information does not apply. Go to MGSS [SA-027/21](#) diagnostics.

4. Verify repair.

**CMU Serial Number Retrieval**

|  | CX-5 and CX-9  | Mazda3, CX-30, MX-30  |
|--|--|---|
| <p>1. 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.</p> |    |  |
| <p>2. Select "Service Information"</p>   |   |   |
| <p>3. Select "Connected Device Information"</p>  |  |   |
| <p>4. Select "CMU"</p>   |  |   |

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|   |  |
|---|--|
| <p>5. Scroll down to "Serial No." and document on Repair Order.</p>                 |  |
| <p>6. Return to Factory/Service Inspection main screen and select End Diag Mode</p> |  |

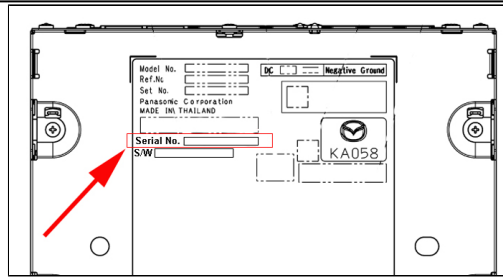
**Affected CMU Serial Number Range and Part Number Suffix**

| Model                                       | Serial Number Start | Serial Number End  | Affected Part Number |
|---|---------------------|--------------------|----------------------|
| CX-5 and CX-9                               | 687234              | 754800             | TC3P 66 9C0-F        |
| Mazda3 (Japan built)                        | 622110              | 624748             | BDGF 66 9C0-W        |
| Mazda3 (Japan built)                        | 500070              | 505859             | BGMC 66 9C0-D        |
| Mazda3 (Mexico built) and CX-30             | 216848              | 227361             | DGH9 66 9C0-J        |
| Mazda3 (Mexico built) and CX-30             | 104005              | 121788             | BGMR 66 9C0-D        |
| Mazda3 Turbo (Japan built)                  | 512261              | Current Production | BFWM 66 9C0-B        |
| Mazda3 Turbo (Mexico built) and CX-30 Turbo | 111827              | 113170             | BGCE 66 9C0-B        |
| MX-30                                       | 500125              | 500664             | DN4E 66 9C0-C        |

**PARTS INFORMATION**

| Part Number  | Description        | Qty. | Note   |
|--------------|--------------------|------|--|
| ****-66-9C0* | UNIT, CONNECTIVITY | 1    | <ul style="list-style-type: none"> <li>• Confirm CMU replacement part software is at the latest version. See MGSS - &gt; Infotainment/TCU -&gt; <a href="#">MAZDA CONNECT Updates</a></li> <li>• Confirm CMU replacement part Serial Number is not affected.                             <ul style="list-style-type: none"> <li>◦ See "Affected CMU Serial Number Range and Part Number Suffix" table</li> </ul> </li> </ul> |

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