

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

INFOTAINMENT CENTER DISPLAY AND CONNECTED VEHICLE
IMPROPER OPERATION

Service Alert No.: SA-015/26

Last Issued : 04/20/2026

BULLETIN NOTES

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

Previous SAs:	Date(s) Issued:
SA-015/26	04/09/26, 03/25/26 and 03/13/26

APPLICABLE MODEL(S)/VINS

2026 CX-5

DESCRIPTION

Index

- Intermittent Globe with a slash icon
- Beep sound near the SOS button and SOS button amber or red LED
- Instrument Cluster Master Warning Light illuminated
- The center display screen is blank
- No data plan message
- DTC U2701:89
- Center Display Home Screen Partial Boot Up
- No Connected Vehicle One Time Passcode (OTP)
- During a Bluetooth® phone call, tapping the navigation icon does not launch Google Maps
- During an Apple CarPlay phone call, the Climate Control full screen menu cannot be accessed
- While the Climate Control screen is displayed in full screen, tapping the Apple CarPlay icon does not launch Apple CarPlay

Some customers may experience the following:

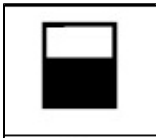
1. Intermittent Globe with a slash icon.



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- 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.



- 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 or red 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.



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3. Instrument Cluster Master Warning Light may be illuminated.



- Emergency Call Unit Malfunction Notification.
 - Center Display Home screen --> All Apps --> Maintenance --> 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 updated and re-released.

4. The center display screen is blank.

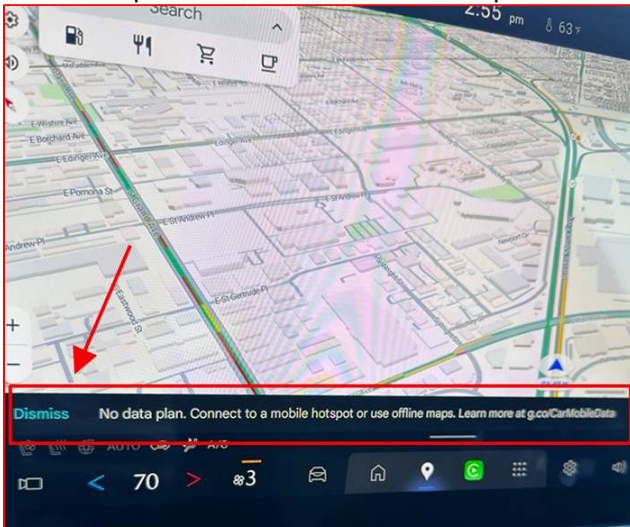


- This condition is related to Item 1 above. Advise the customer that Mazda is aware of the condition and is currently working on a resolution. As soon as a resolution becomes available, this Service Alert will be promptly updated and re-released.

NOTE: The rear view camera display while in "Reverse" remains operational during this condition.

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5. No data plan. Connect to a mobile hotspot or use offline maps. Learn more at g.co/CarMobileData message.

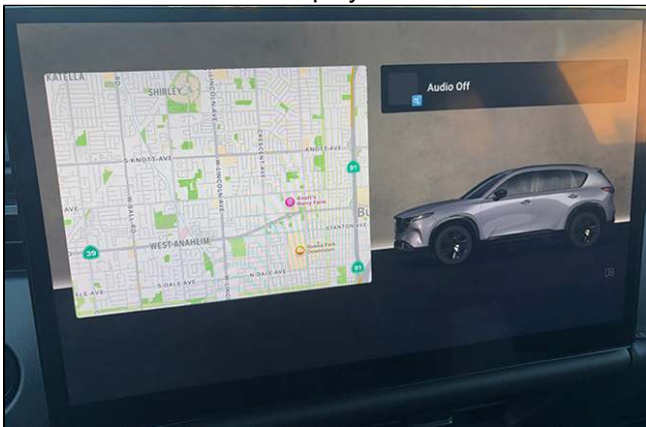


- This message is incorrect.
- It does not affect system operation.
- Dismissing the message may temporarily clear it.
- Please ignore this message at this time.
- This condition is related to Item 1 above. Advise the customer that Mazda is aware of the condition and is currently working on a resolution. As soon as a resolution becomes available, this Service Alert will be promptly updated and re-released.

6. DTC U2701:89 Communication error with cockpit domain controller (CDC)(Ethernet).

- 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.

7. Infotainment Center Display Home Screen Partial Boot Up.

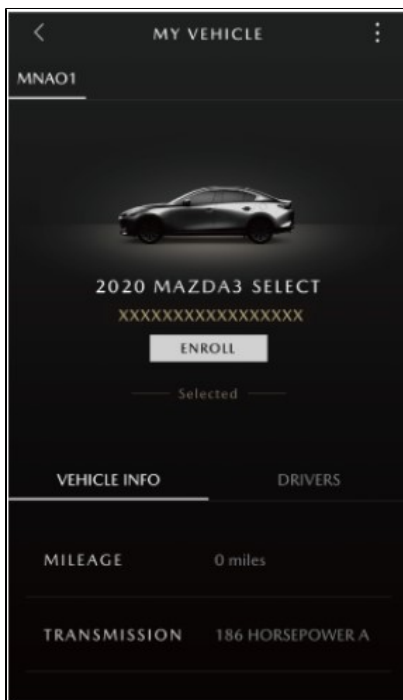


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- Top icons are not displayed.
- Bottom climate controls are not displayed.
- Google Voice is inoperative.
- Advise the customer that Mazda is aware of the condition and is currently working on a resolution. As soon as a resolution becomes available, this Service Alert will be promptly updated and re-released.

8. No Connected Vehicle One-Time Passcode (OTP).

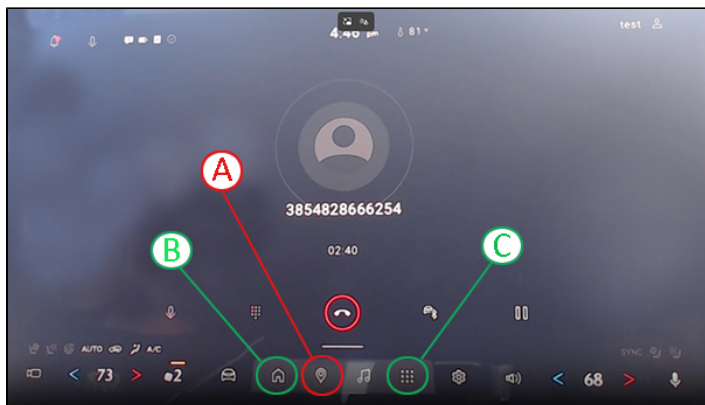
- The MyMazda App OTP request is sent; however, the vehicle's center display does not display the OTP.
- This condition is related to Item 1 above. Advise the customer that Mazda is aware of this condition and is currently working on a resolution. Once a resolution becomes available, this Service Alert will be promptly updated and re-released.



9. During a Bluetooth® phone call, tapping the navigation icon (A) does not launch Google Maps.

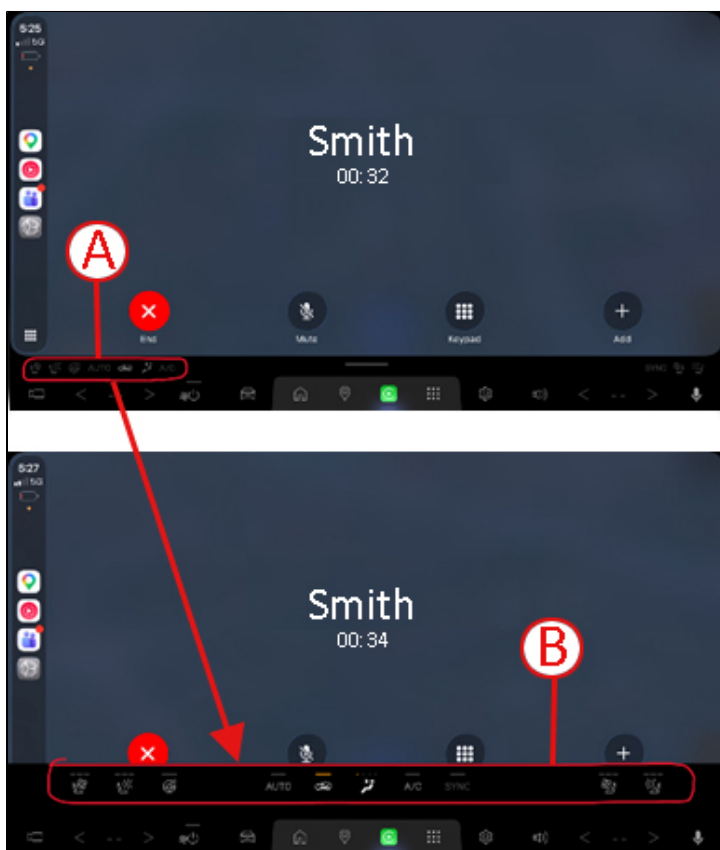
- This is normal system operation.
 - Google Maps is available during a Bluetooth® phone call:
 - Tap the [HOME] button (B) on the navigation bar, then tap the [Map Widget].
 - Tap the [All Apps] button (C) on the navigation bar, then select [Google Maps].

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10. During an Apple CarPlay phone call, the Climate Control full-screen menu cannot be accessed. This is normal system operation.

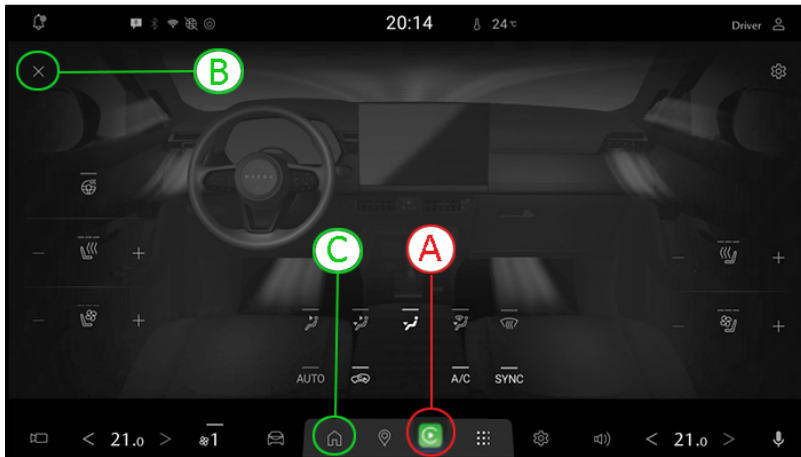
- The Climate Control is available during a Apple Carplay phone call by selecting the area above the menu bar (A), then the Climate Control quick menu (B) will be displayed.



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11. While the Climate Control screen is displayed in full screen, tapping the Apple CarPlay icon (A) does not launch Apple CarPlay.

- Because the screen priority is set to "Climate Control screen," it is not possible to switch directly to the CarPlay screen from the navigation bar.
- Use one of the following methods to return to the CarPlay screen:
 - Tap the "x" button (B) in the upper-left corner of the screen.
 - Tap the HOME button (C) on the navigation bar, then tap the CarPlay button on the navigation bar.



- Swipe downward on the screen.



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REPAIR PROCEDURE

simplified and updated recovery instructions

Recovery - Turn off the vehicle and allow it to fully power down to sleep mode

- Turn off, exit, and lock the vehicle, let it sit for 5+ mins

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

- Disconnect the 12V battery negative cable.
- Wait 10+ minutes.
- Reconnect the 12V battery and retest.

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 repairs or component replacements should be attempted at this time. The vehicle may be released to the customer.

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