

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 : 05/27/2026

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	04/20/26, 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
- DTC U0156:00
- 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 for longer then 90 seconds.



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- If communication between the CDC and DCM does not complete within 90 seconds, refer to TSB 16□004/26. **Did the TSB repair the customer's concern?**
 - **YES:** The TSB resolved the concern — repair complete.
 - **NO:** Proceed with standard MGSS troubleshooting.

2. Beep sound near the SOS button and SOS button amber or red LED.

- This condition is related to Item 1 above. Refer to TSB 16□004/26. **Did the TSB repair the customer's concern?**
 - **YES:** The TSB resolved the concern — repair complete.
 - **NO:** Proceed with standard MGSS troubleshooting.



3. Instrument Cluster Master Warning Light may be illuminated.

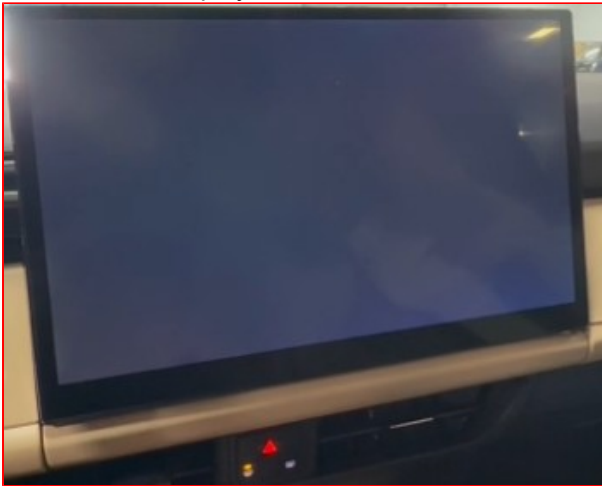


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- Emergency Call Unit Malfunction Notification.
 - Center Display Home screen --> All Apps --> Maintenance --> Notifications
- This condition is related to Item 1 above. Advise the customer that Mazda is aware of the condition and is currently working 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.

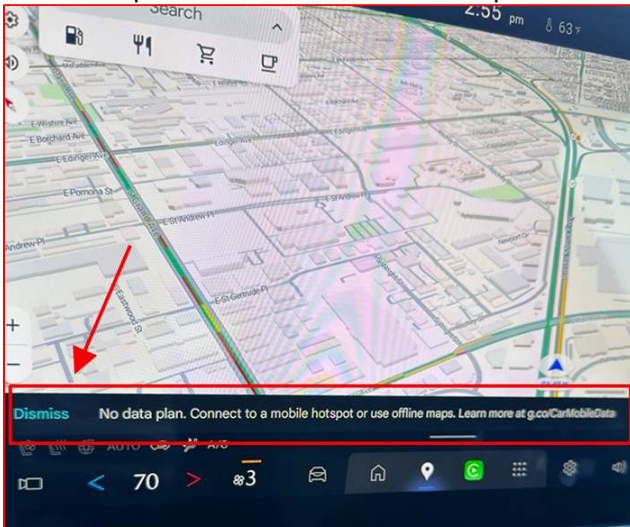


- This condition is related to Item 1 above. Refer to TSB 16□004/26. **Did the TSB repair the customer's concern?**
 - **YES:** The TSB resolved the concern — repair complete.
 - **NO:** Proceed with standard MGSS troubleshooting.

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.

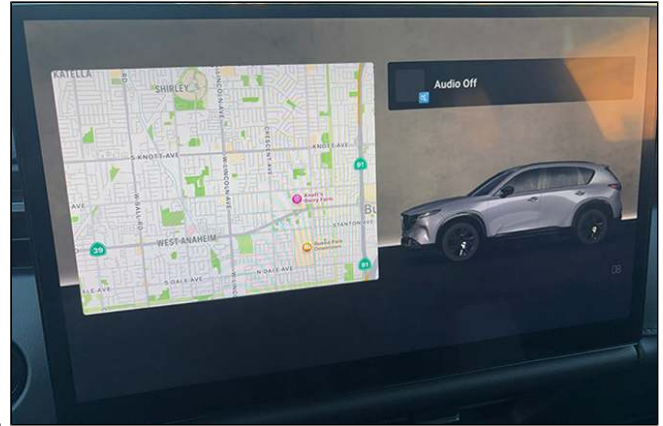
6. DTC U2701:89 Communication error with cockpit domain controller (CDC)(Ethernet).

- This condition is related to Item 1 above. Refer to TSB 16□004/26. **Did the TSB repair the customer's concern?**
 - **YES:** The TSB resolved the concern — repair complete.
 - **NO:** Proceed with standard MGSS troubleshooting.

7. DTC U0156:00 (Communication error with cockpit domain controller (CDC)).

- Confirm that the Cockpit Domain Controller (CDC) is updated to the **latest software version**. Navigate to MGSS → Mazda Connect/Connected Vehicle → MAZDA CONNECT Updates → MAZDA CONNECT 3.
 - **Software update is available:** Update the software, then confirm the repair.
 - **Software update is not available:** Proceed to U0156:00 [DATA COMMUNICATION MODULE (DCM)].

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8. Infotainment Center Display Home Screen Partial Boot Up.

- Top icons are not displayed.
- Bottom climate controls are not displayed.
- Google Voice is inoperative.

Confirm that the Cockpit Domain Controller (CDC) is updated to the latest software version.

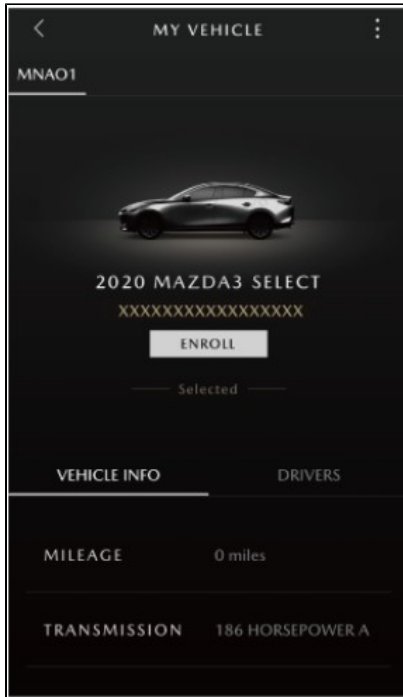
Navigate to MGSS → Mazda Connect/Connected Vehicle → MAZDA CONNECT Updates → MAZDA CONNECT 3.

- Software update is available: Update the software, then confirm the repair.
- Software update is not available: Proceed with standard MGSS troubleshooting.

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

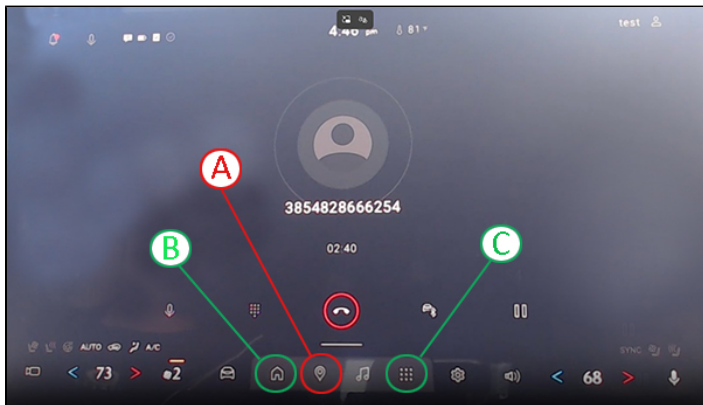
- The MyMazda App OTP request is sent; however, the vehicle's center display does not display the OTP.
- This condition is related to Item 1 above. Advise the customer that Mazda is aware of this condition and is currently working on a resolution. Once a resolution becomes available, this Service Alert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

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

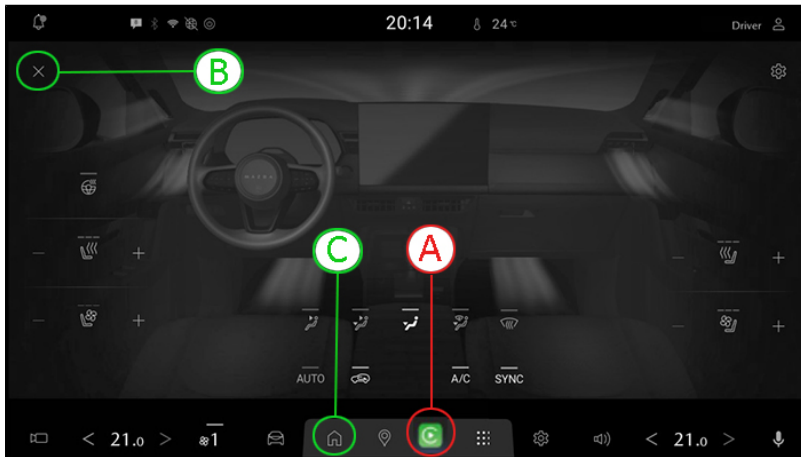
- The Climate Control is available during a Apple Carplay phone call by selecting the area above the menu bar (A), then the Climate Control quick menu (B) will be displayed.



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12. 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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