

Subject:

INFOTAINMENT SPEAKER STATIC OR NO AUDIO SOUND AND
DTC U2145:08/U0186:08 STORED

Service Alert No.: SA-058/22

Last Issued : 08/19/2022

BULLETIN NOTES**APPLICABLE MODEL(S)/VINS**

2023 CX-50

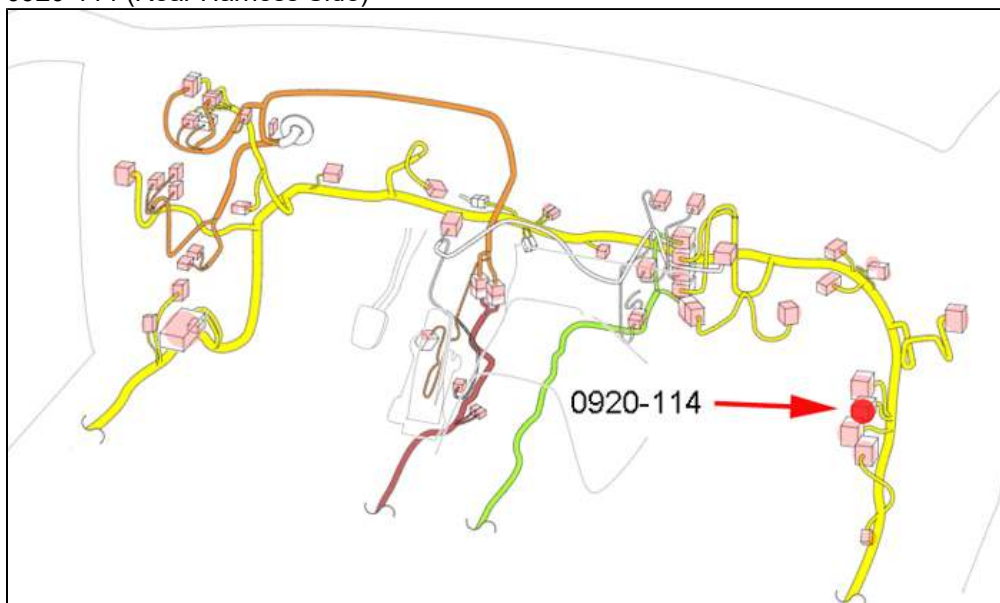
DESCRIPTION

Some customers may experience infotainment static or no audio sound and the following DTC's may be stored:

- U2145:08 - Communication error with remote tuner (RT)
- U0186:08 - Communication error with audio amplifier

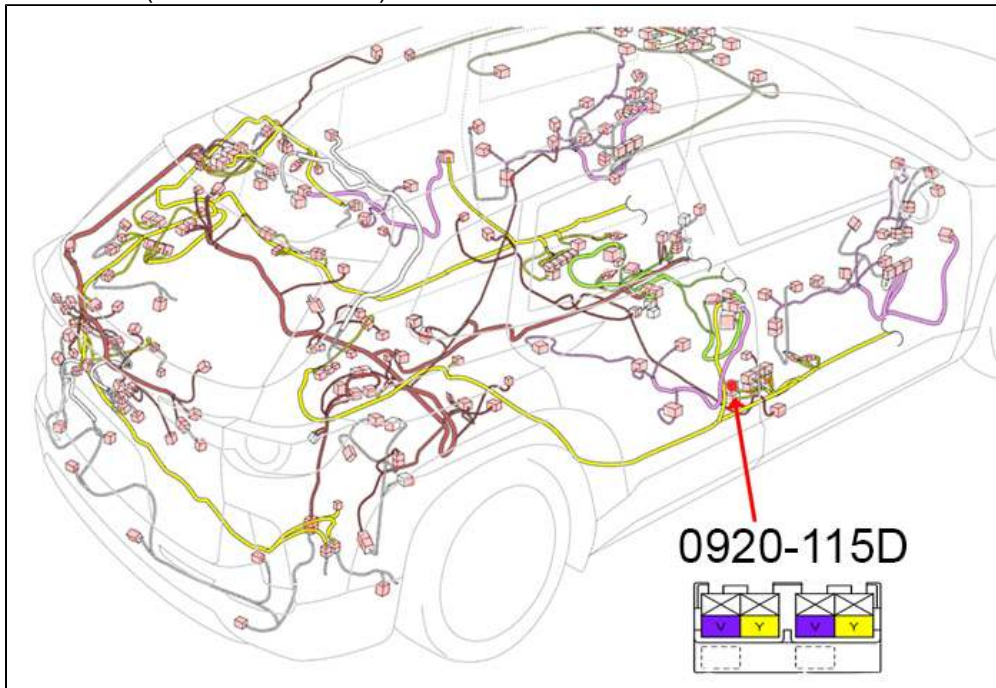
This may be caused by poor electrical connection at connector 0920-114 and/or 0920-115D (Rear Harness Side).

0920-114 (Rear Harness Side)

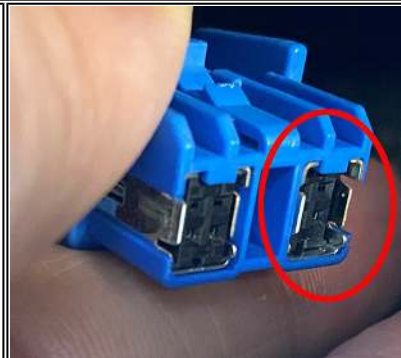


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0920-115D (Rear Harness Side)



09020-115D connector pushed back



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REPAIR PROCEDURE

1. Verify customer concern.
2. Inspect electrical connector 0920-114 and/or 0920-115D (Rear Harness Side).

Is connector 0920-114 and/or 0920-115D secured/locked?

- **Yes** - Go to next step.
- **No** - Secure/lock the connector 0920-114 and/or 0920-115D properly.

3. Wiggle test connector 0920-114 and/or 0920-115D.

Does the infotainment sound recover?

- **Yes** - Repair/Replace Wiring Harness as needed.
- **No** - This service information does not apply. Go to normal DTC troubleshooting on MGSS.
 - DTC U2145:08 [CONNECTIVITY MASTER UNIT]
 - DTC U0186:08 [CONNECTIVITY MASTER UNIT (US)]

4. Verify repair.

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