

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



|                                                                                                       |                                     |
|-------------------------------------------------------------------------------------------------------|-------------------------------------|
| <b>Subject:</b><br><br>MAZDA CONNECT INTERMITTENT AUDIO NO SOUND AND/OR<br>STATIC NOISE FROM SPEAKERS | <b>Service Alert No.:</b> SA-021/24 |
|                                                                                                       | <b>Last Issued :</b> 05/06/2024     |

## BULLETIN NOTES

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

| Previous SAs: | Date(s) Issued: |
|---------------|-----------------|
| SA-021/24     | 04/09/24        |
| SA-070/22     | 11/01/22        |

## APPLICABLE MODEL(S)/VINS

2020-2024 CX-30  
2019-2024 Mazda3

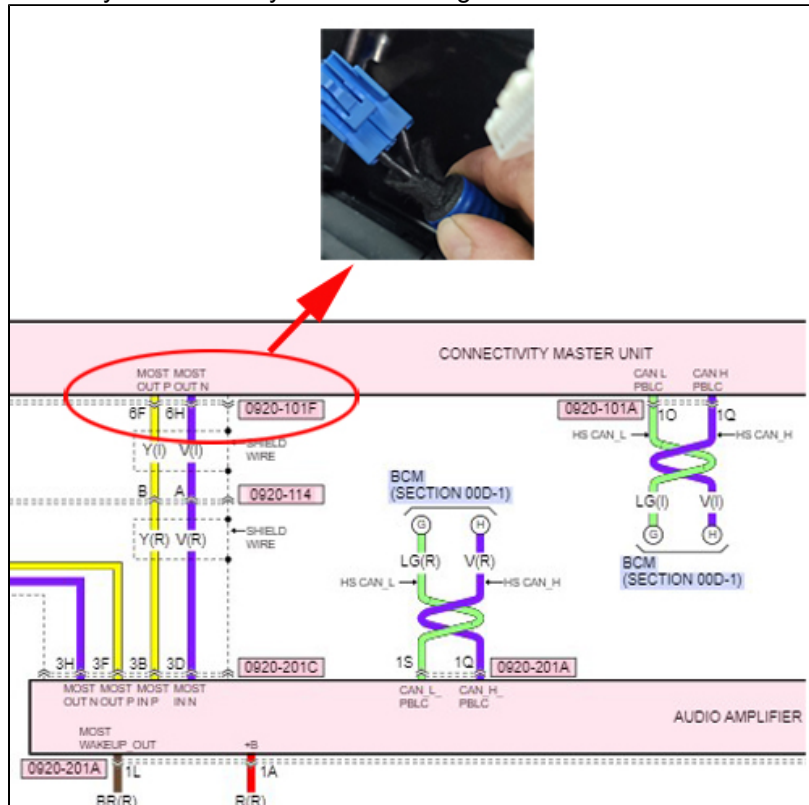
## DESCRIPTION

Some customers may complain about intermittent audio no sound from the MAZDA CONNECT infotainment system and/or static noise from the speakers. The concern may be reproduced by tapping on the dash pad near the MAZDA CONNECT center display and the following DTC's may be stored.

- U0186:08 Communication error with audio amplifier
- U2145:08 Communication error with remote tuner (RT)
- U2145:02 Communication error with remote tuner (RT)

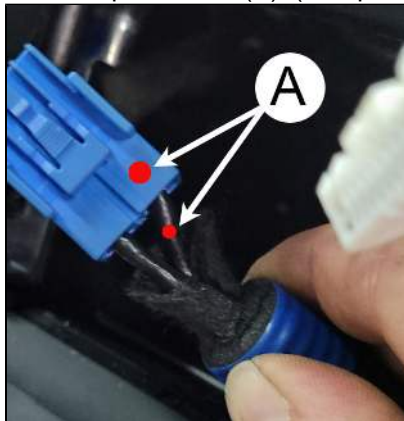
**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

This may be caused by PIN 6F backing out at the CMU connector 0920-101F.



## REPAIR PROCEDURE

1. Verify the customer concern.
2. Disconnect the Instrument Panel Harness connector 0920-101F (CMU connector).
3. Add a paint mark (A), (or equivalent) to one of the black cables and blue connector as shown.



4. Remove pins 6F and 6H from the MOST output connector 0920-101F.

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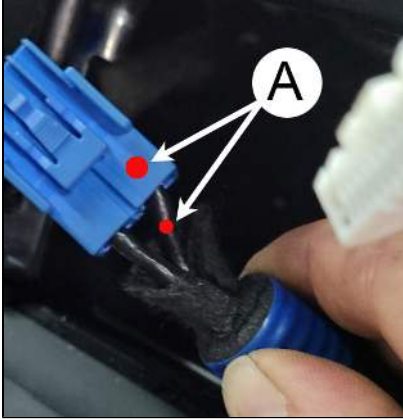
5. Untwist pins 6F and 6H (straighten) and reinstall them into connector 0920-101F.

**NOTE:** You may need to remove about 1/2 of the insulation to give more flexibility/slack.

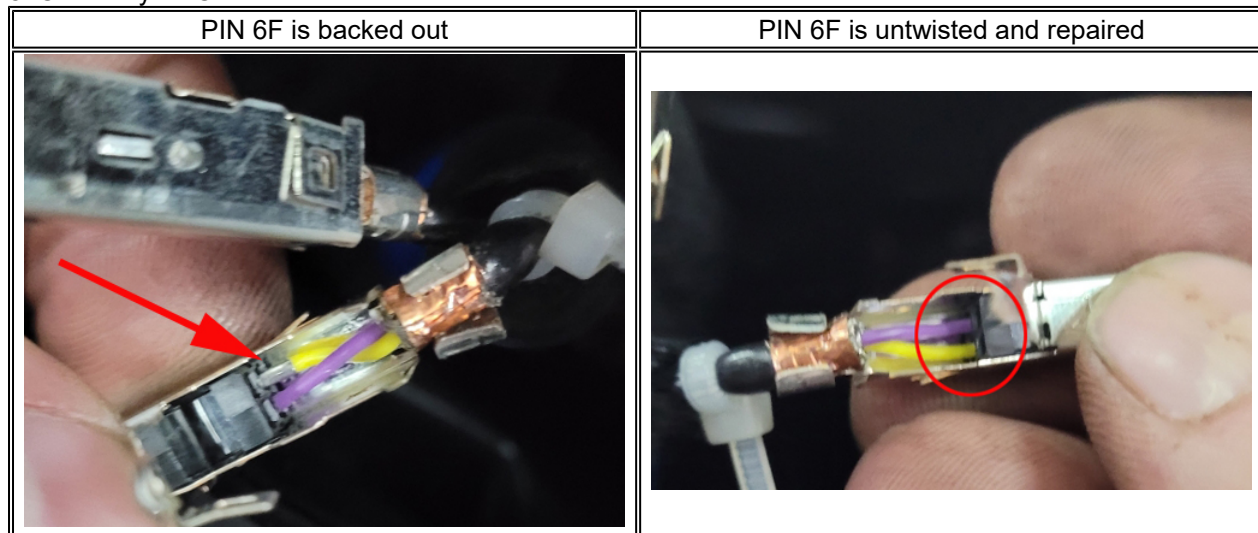
6. Pull on pins 6F and 6H to confirm they are locked and secured.

**NOTE:** If the harness connector cannot be repaired, replace the Instrument Panel Harness.

7. Confirm paint mark (A) alignment.



8. Clear any DTC's.



9. Did the Instrument Panel Harness, connector 0920-101F repair resolve the concern?

- Yes - Repair completed
- No - Swap the remote tuner with good known vehicle. Is the audio sound recovered?
  - Yes - Replace the remote tuner.
  - No - Swap the audio amp with good known vehicle. Is the audio sound recovered?
    - Yes - Replace the audio amp.
    - No - Replace the Instrument Panel Harness

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WARRANTY INFORMATION

NOTE:

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

|                                                        |                    |                                                                                                                                               |
|--------------------------------------------------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Repair Instrument Panel Harness<br>connector 0920-101F |                    | <ul style="list-style-type: none"><li>• Replace Instrument Panel Harness</li><li>• Replace Remote Tuner</li><li>• Replace Audio Amp</li></ul> |
| Warranty Type                                          | A                  | Submit a normal<br>warranty claim                                                                                                             |
| Symptom Code                                           | 56                 |                                                                                                                                               |
| Damage Code                                            | 9T                 |                                                                                                                                               |
| Part Number Main Cause                                 | 5555-22-008A       |                                                                                                                                               |
| Quantity                                               | 0                  |                                                                                                                                               |
| Operation Number / Labor Hours:                        | YY832XRX / 0.5 Hrs |                                                                                                                                               |

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