

Subject: MAZDA CONNECT INTERMITTENT AUDIO NO SOUND AND/OR STATIC NOISE FROM SPEAKERS	Service Alert No.: SA-070/22
	Last Issued : 11/01/2022

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2020-2023 CX-30

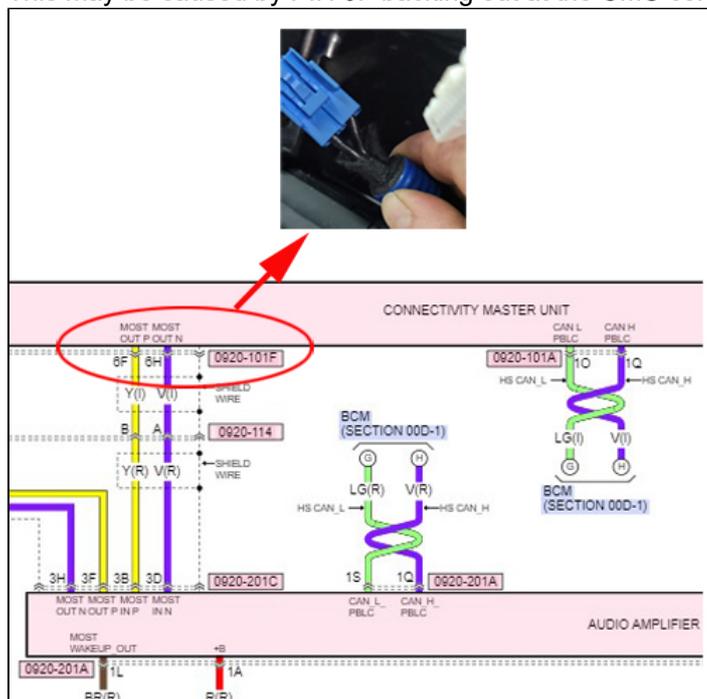
2019-2023 Mazda3

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)

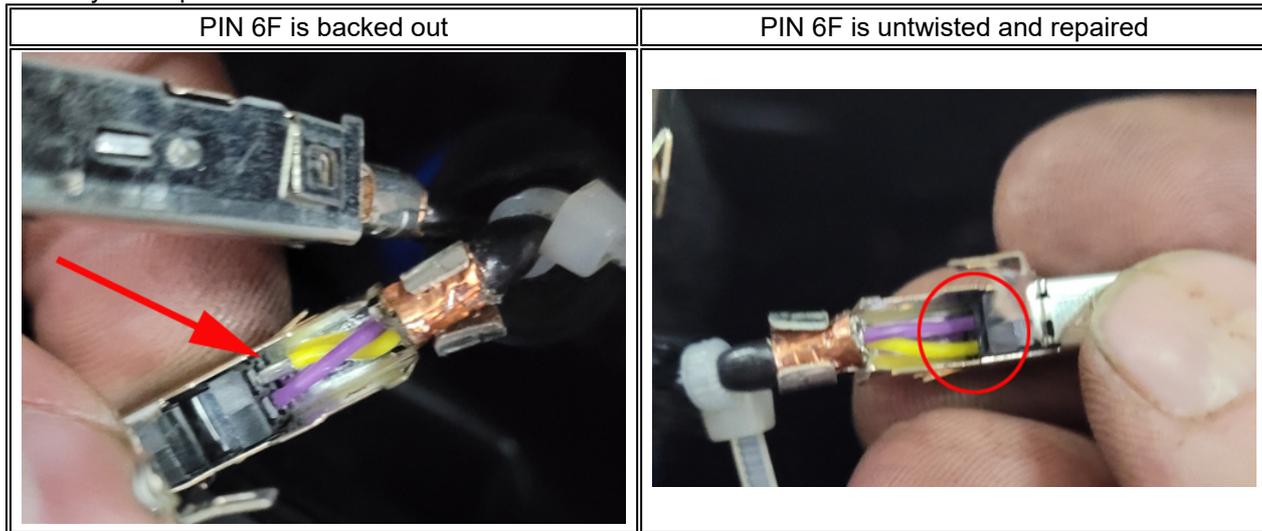
This may be caused by PIN 6F backing out at the CMU connector 0920-101F.



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REPAIR PROCEDURE

1. Verify the customer concern.
2. Disconnect the Instrument Panel Harness connector 0920-101F (CMU connector).
3. Remove pins 6F and 6H from the MOST output connector 0920-101F.
4. 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.
5. 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.
6. Clear any DTC's.
7. Verify the repair.



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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 connector 0920-101F		Replace Instrument Panel Harness
Warranty Type	A	Submit a normal 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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