



Subject: MAZDA CONNECT REBOOTS WHILE DRIVING OR SIRIUS XM SATELLITE RADIO FUNCTION NOT AVAILABLE	Service Alert No.: SA-047/19
	Last Issued: 11/06/2019

APPLICABLE MODEL(S)/VINS

2019-2020 Mazda6
2019-2020 CX-3
2019-2020 CX-5
2019-2020 CX-9
2019 MX-5

DESCRIPTION

Some customers may have one or more of the following complaints:

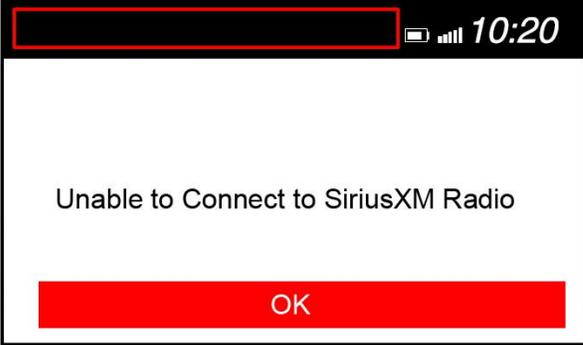
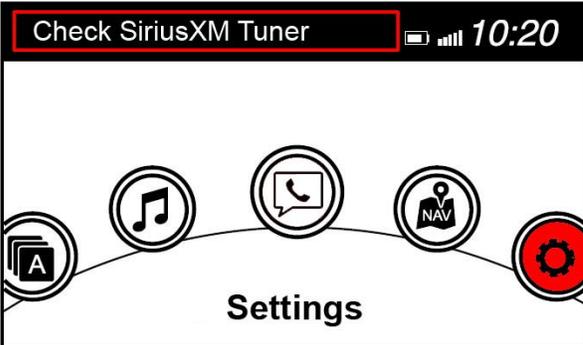
- Infotainment system reboots at times
- SiriusXM function grayed out
- SiriusXM stops playing
- No sound from SiriusXM but other sources work
- SiriusXM system recovers after ignition OFF-ON

Do not perform any repairs at this time. Mazda is aware of the concerns and is working on a repair. This service information will be updated when a repair is available.

NOTE: An interim solution is available for the SiriusXM concerns. See details below:

Example:

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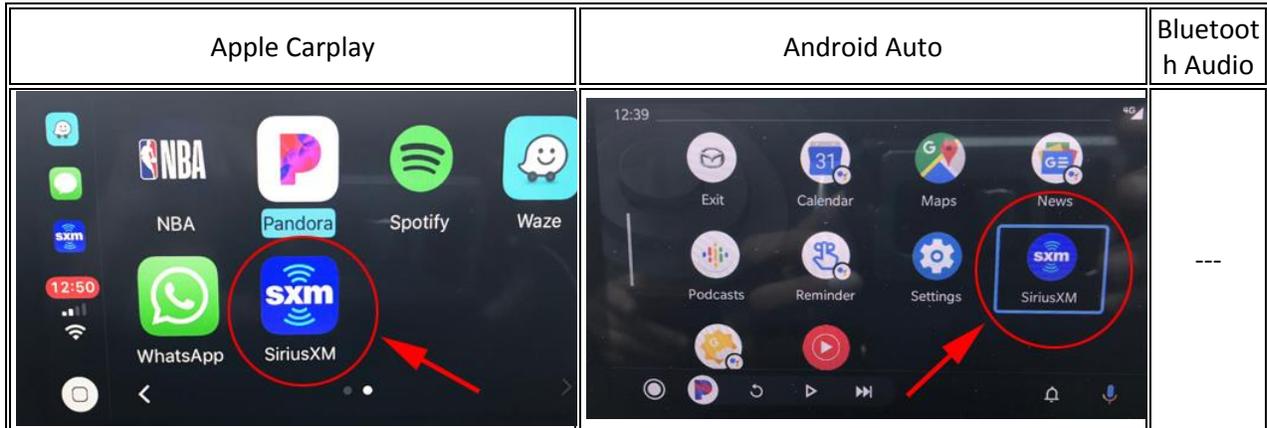
Reboot	
SiriusXM Channel Unavailable	
Unable to Connect to SiriusXM Radio	
Check SiriusXM Tuner	

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SiriusXM Interim Solution:

1. Install the SiriusXM App on the customers device.
2. The customer can stream music on the SiriusXM App temporarily until the final repair is available.

NOTE: Customer device, data service is used to stream music on the SiriusXM App.



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