

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject:

APPLE CARPLAY / ANDROID AUTO DOES NOT CONNECT

Service Alert No.: SA-018/26

Last Issued : 05/20/2026

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-018/26	03/17/26

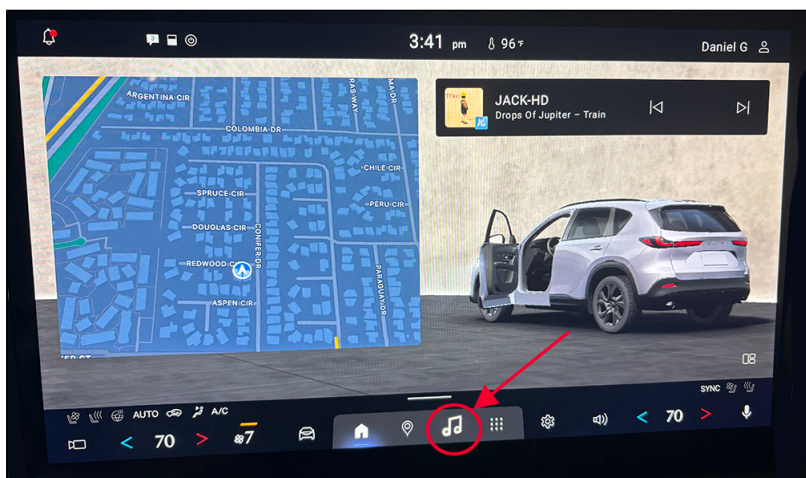
APPLICABLE MODEL(S)/VINS

2026 CX-5

DESCRIPTION

Some customers may experience Apple CarPlay/Android Auto does not connect by wireless or USB connection.

- At Start up, Wireless Apple CarPlay/Android, Auto does not reconnect.
- When Apple CarPlay/Android Auto device is connected by USB, Apple CarPlay/Android, Auto does not connect.



REPAIR PROCEDURE

1. Verify customer concern.
 2. 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.

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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.

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

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