

TURN OFF CONNECTED VEHICLE (CV) MESSAGE PROCEDURE

NOTE: This turn off procedure must be done after 1PM EST (10AM PST).

Future campaign repair instructions will contain this procedure. Mazda Dealers need to determine which process works best for them. Either the Technician or Service Advisor can follow this procedure once the car has been repaired.

Connected Vehicle (CV) Recall Notification Message:

Some customers may have a message in their Odometer display that says "Important Notice. View Vehicle Status Monitor for Details" (photo 1). If yes, please follow the steps below AFTER the repair is completed.

Photo 1



Step 1: Verify the message is in the View Status Monitor in Mazda Connect (Photo 2). Once at the main screen, select "View" then you will see photo 3

Photo 2



Photo 3



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Step 2: After repair has completed, go to eMDCS Warranty Vehicle Inquiry. Go to the Recalls/Campaign Section

7024J	MULTIPLE ECUS REPROGRAMMING	12-18-2024	Open
7124J	DEFROSTER AND SEAT BELT	12-19-2024	Open

Step 3: Click the "Request" button under TURN OFF CV NOTIFY

RECALLS / SPECIAL SERVICE PROGRAMS

CAMPAIGN	DESCRIPTION	START DATE	END DATE	STATUS	STATUS DATE	TURN OFF CV NOTIFY
7024J	MULTIPLE ECUS REPROGRAMMING	12-18-2024		Open		<input type="button" value="REQUEST"/>

Step 4: Click "CONFIRM" (Example below of a test vehicle) – *NOTE: TURNING OFF DOES NOT CLOSE THE RECALL, YOU MUST STILL SUBMIT A 7024J RECALL WARRANTY CLAIM.*



**This will turn off the In Vehicle notification for this campaign.
Please Confirm Repairs Are Completed.**

VIN: JM3KKDHDXXXXXXXXXX

Campaign: 7024J

Campaign Description: MULTIPLE ECUS REPROGRAMMING

Step 5: Make sure TURN OFF NOTIFY has today's date.

IMPORTANT – Once you see the date as below, exit eMDCS and let the customer know the CV message in their dash Odometer (Photo 1) will go away within 24 hours.

If the customer returns and the CV message does not turn off, please have the technician verify steps 1 – 3 that the CV message still appears, then fill out Dealer Recall Help on OneMazda.

RECALLS / SPECIAL SERVICE PROGRAMS

CAMPAIGN	DESCRIPTION	START DATE	END DATE	STATUS	STATUS DATE	TURN OFF CV NOTIFY
7024J	MULTIPLE ECUS REPROGRAMMING	12-18-2024		Open		01-15-2025