

Subject: TOMTOM NAVIGATION FUNCTIONALITY CONCERNS	Bulletin No: 09-035/13
	Last Issued: 11/25/2013

APPLICABLE MODEL(S)/VINS

- 2013 Mazda3 (with TOMTOM navigation)
- 2014 Mazda6 (with TOMTOM navigation)
- 2013-2014 CX-5 (with TOMTOM navigation)
- 2013 CX-9 (with TOMTOM navigation)

DESCRIPTION

On some vehicles, the customer may complain about any one of the following concerns:

- Screen locks up to a "black screen".
- Screen freezes while driving.
- Screen gets stuck at TomTom logo (splash screen) during startup.
- Screen temporarily gets stuck at TomTom logo (splash screen) for 2 minutes during startup. Afterwards, the navigation will not start until the ignition is cycled.
- No Map Found error and SD card contains a map.
- Yellow screen with message "Insert SD card".
- Red screen with message "Problem with map".
- The message "Waiting for a valid GPS signal" appears.
- Current car position (CCP) turning 180 degrees when driving in reverse.
- Unexpected "Stopping voice control" message, usually when starting the vehicle.
- Navigation screen does not appear after pressing the NAVI button and it will not recover after turning the ignition OFF, then ON again.

REPAIR PROCEDURE

When you encounter a customer complaint on any of these concerns, confirm the software version of the navigation unit by referring to "Checking the Software Version of the Navigation System" below. If the software version is older than 10.850, ask the customer to update the software through TOMTOM Home. If the customer will not update the software through TOMTOM Home, replace the navigation unit with an exchange unit.

Updated (latest) software is available at TOMTOM Home: <http://www.tomtom.com/services/service.php?id=16&tab=87>.

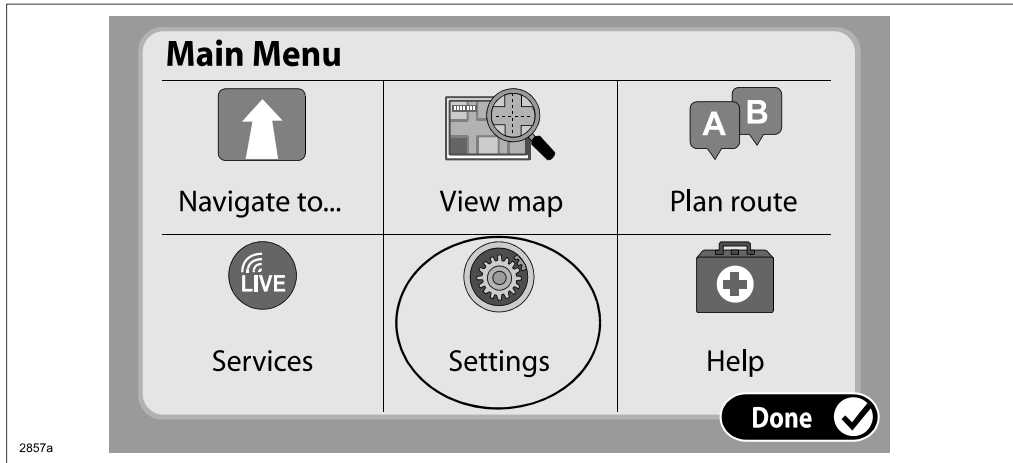
NOTE: Some concerns are just temporary and can be fixed by a system reboot (see System Reboot below).

Reboot the system if any of the following concerns exist:

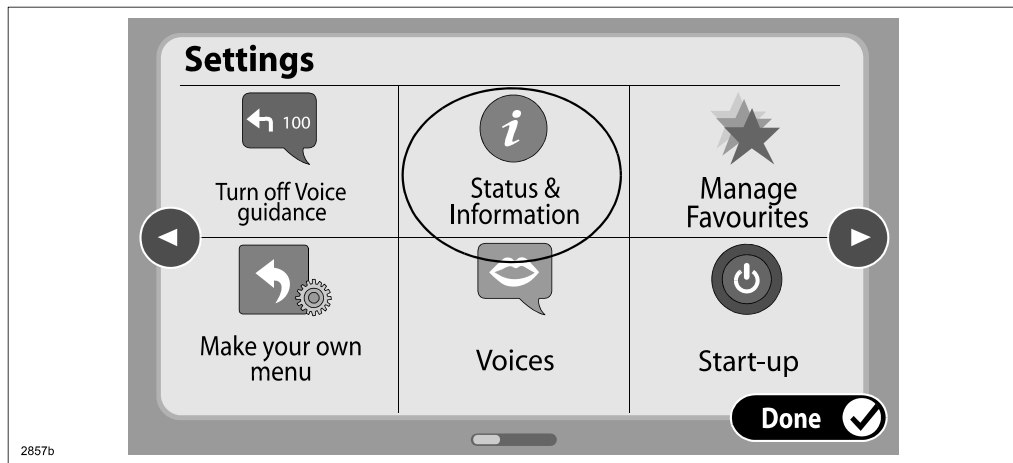
- Navigation is freezing while operating or does not start
- Monochrome display (colors are missing) and/or GPS signal missing

Checking the Software Version of the Navigation System

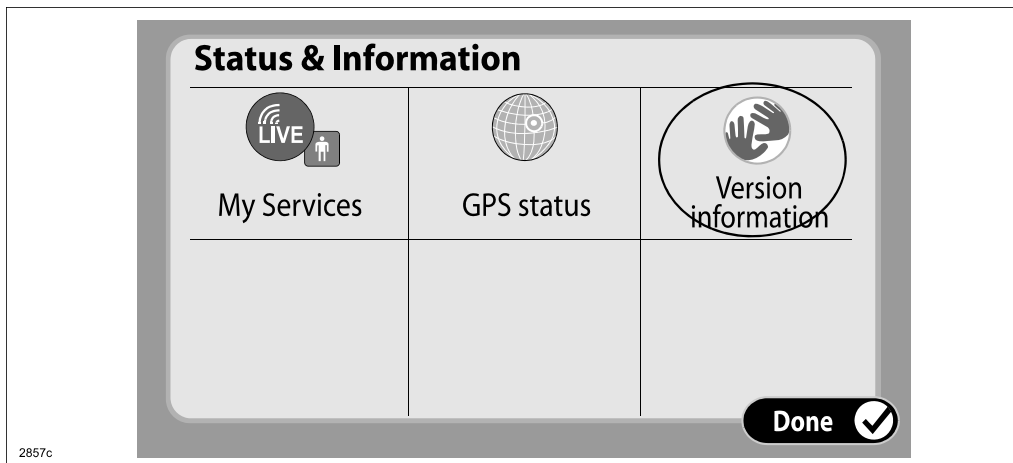
1. Tap the screen.
2. Select "Settings."



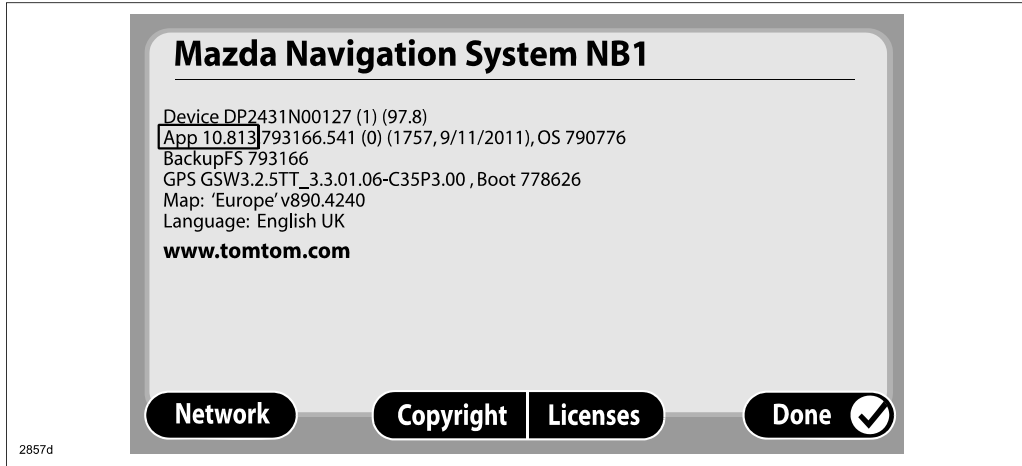
3. Select "Status and Information."



4. Select "Version Information."

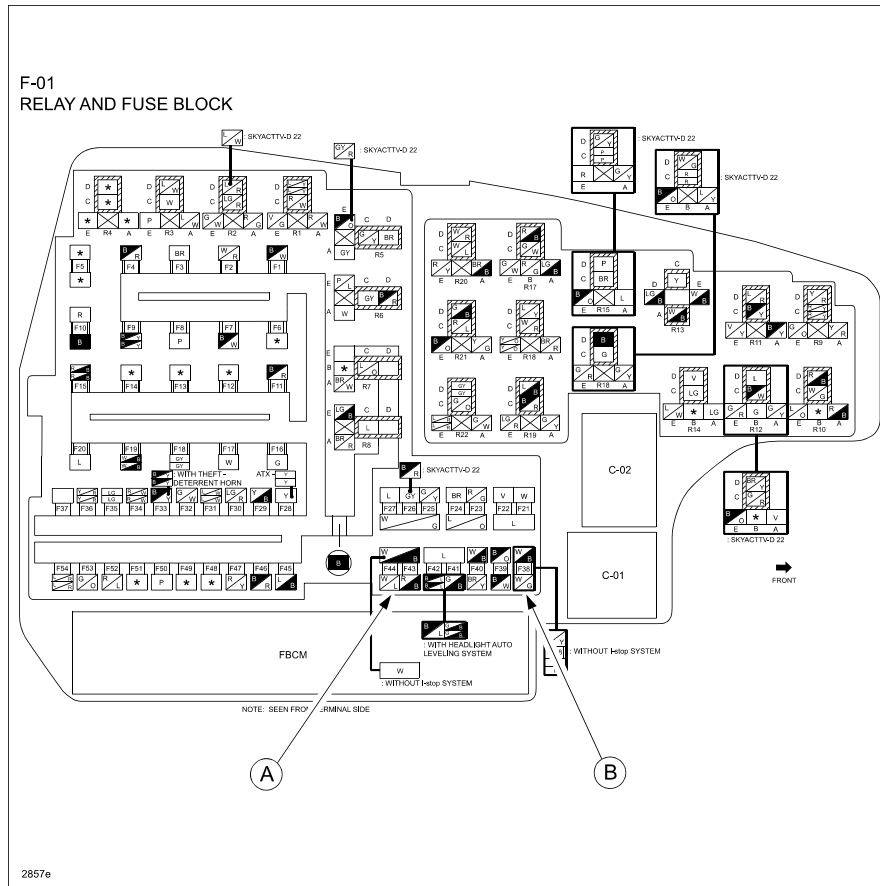


- Verify that the software version is 10.850 or higher. If it is 10.850 or higher, no update is needed.



System Reboot

- Switch the ignition OFF and remove the Audio Fuse 1 (15A F44) (A) and Audio Fuse 2 (7.5A F38) (B) for about 5 minutes.



- After re-inserting both fuses and switching the ignition ON, the TOMTOM navigation unit will reboot completely including reading software from SD-card. When you push the NAV button, you will see a black screen with the TOMTOM logo on it after a short period of time.

Bulletin No: 09-035/13
© 2013 Mazda Motor of America, Inc.

Last Issued: 11/25/2013

PART(S) INFORMATION

Part Number	Description	Qty.	Notes
GJS1-66-EZ0B	Navigation Unit	1	Use exchange unit only. DO NOT automatically order a new part for Warranty replacement.

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.

Warranty Type	A
Symptom Code	61
Damage Code	9H
Part Number Main Cause	GJS1-66-EZ0B
Quantity	0
Operation Number / Labor Hours:	XXK13 XRX/ 0.3 Hrs.