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Subject: TOMTOM NAVIGATION SYSTEM SERVICE INFORMATION	Bulletin No: 09-015/13
	Last Issued: 05/07/2013

BULLETIN NOTE

- This bulletin supersedes the previous bulletin 09-041/12, issued on 10/19/2012. The APPLICABLE MODEL(S)/VINS has been revised.
- Changes are noted below in Red beside the change bar.

APPLICABLE MODEL(S)/VINS

2013 Mazda3

2014 Mazda6

2013-2014 CX-5

2013 CX-9

DESCRIPTION

The Navigation system support for diagnostics, parts authorization, and parts exchange require contacting the proper source.

- TomTom Navigation Help Desk at 866-486-6866 from 7am-11pm (M-F) and 9am-8pm (Sat) Eastern Standard Time.

NOTE: One of the first steps for troubleshooting the navigation system is for the customer to call TomTom. If the TomTom call center cannot solve the customer's problem, they will provide a case number to the customer that can be referred to if needed. Service Advisors should get this case number from the customer if the vehicle comes into the dealer for further diagnosis so the technician can have it when calling TomTom.

Exchange TomTom navigation units are shipped from United Radio with a brand new SD card installed. The original navigation unit should be returned with the original SD card installed inside the navigation unit. DO NOT reuse the original SD card with the new navigation unit.

- If the customer has previously updated his/her map or purchased any content:
 - They can download the purchased content to the new SD card at no additional cost. If the customer has questions, refer them to www.mazdausa.com/navigation.
 - If the customer had previously set favorite locations or other settings, they will need to enter the changes again.
 - The new SD card comes with a new Latest Map Guarantee (LMG). If the customer does not have an active update subscription, they can download the latest map using LMG.

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.

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- If the customer has NOT updated his/her map or purchased any content:
 - They do not need to update the SD card, it will function as is. If the customer had previously set favorite locations or other settings, they will need to enter the changes again.
 - The new SD card comes with a new Latest Map Guarantee (LMG). The customer can download the latest map using LMG.

NOTE: Make sure that the original SD card is returned with the original unit. The navigation unit serial number is recorded on the SD card and will be checked. If the original card is not returned with the unit, the core will not be considered complete.

For TomTom user guides and update resources, refer to www.mazdausa.com/navigation.

M-TIPS

UNIQUE REPAIR INFORMATION FOR
MAZDA TECHNICIANS



Multi-model...
Genuine Mazda Accessories Inoperative

2014 Mazda6, CX-5...
Tire Pressure Maintenance Monitor

Multi-model...
MIL ON With DTC P0139, P013a

Multi-model...
A/T Oil Pan Bolts

2007-2013 CX-9...
Third-row Seat Access Lever

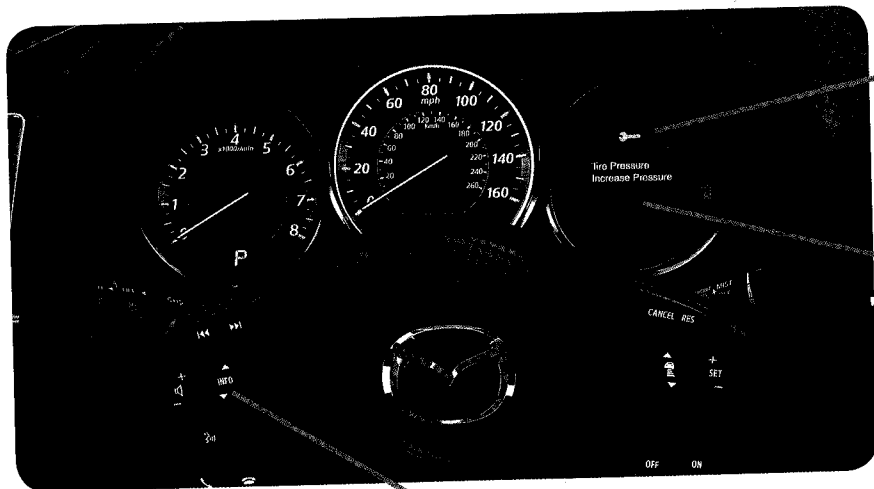
Multi-model...
Mazda Service Programs (MSPs)



MARCH/APRIL 2015

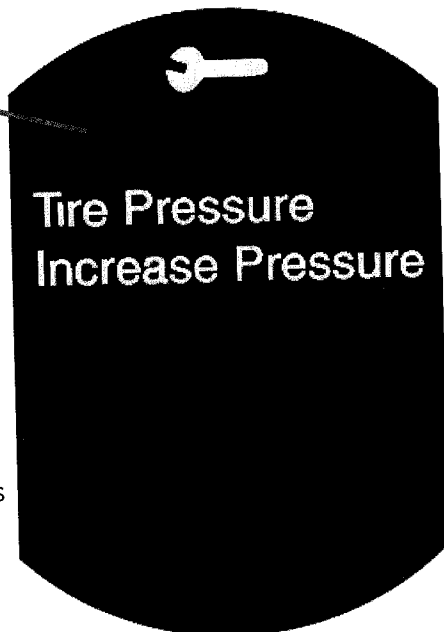
2014 MAZDA6, CX-5 TIRE PRESSURE MAINTENANCE MONITOR

Some customers may complain about a TPMS malfunction when they see the "Tire Pressure Increase Pressure" message displayed in the Instrument Cluster Multi-Information Display. This message is a preset service reminder to check the tire air pressures. **It is not a low tire pressure warning or a TPMS malfunction.**



Multi-Information Display

INFO Switch



Tire Pressure Maintenance Display

The Tire Pressure Maintenance Monitor factory default setting is OFF. The customer can turn it ON and set the time.

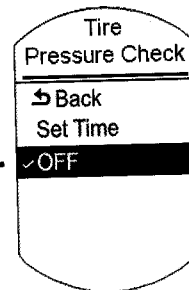
The Maintenance Monitor may have been turned ON during PDI without the customer's knowledge; consequently, when the preset time period elapsed, the customer could misinterpret the message as a TPMS malfunction.

Tire Pressure Maintenance Monitor Reset


1. Use the steering wheel INFO switch to navigate to the "Maintenance" section of the Multi-Information Display.
2. Select "Tire Pressure"
3. Select "Set Time"
4. Set new values (if current values are being reused, skip to the next step)
5. Press the INFO button

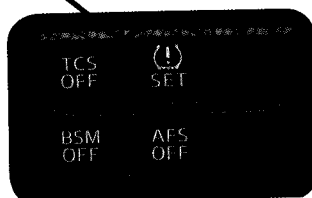
Turn Tire Pressure Maintenance Monitor OFF

1. Use the steering wheel INFO switch to navigate to the "Maintenance" section of the Multi-Information Display.
2. Select "Tire Pressure"
3. Select OFF



NOTE: If tire pressure adjustment is necessary, TPMS initialization is also required:

Push and hold the TPMS "SET" switch (left side of dash) until the TPMS warning light  in the instrument cluster flashes twice and a beep sound is heard once.



2014 Mazda6, CX-5 MAINTENANCE MONITOR BEST PRACTICE

When performing non-maintenance related repairs on a vehicle equipped with a Multi-Information Display, it is a good practice to check the Maintenance Monitor remaining time and distance. If the remaining time and/or distance shows that service will be required soon, inform the customer of the needed service during the current dealer visit. This practice will prevent an unnecessary customer return trip to your dealer.



Multi-Information Display

The Maintenance Monitor factory default setting is OFF. If the customer turned it ON, check the remaining time and distance.

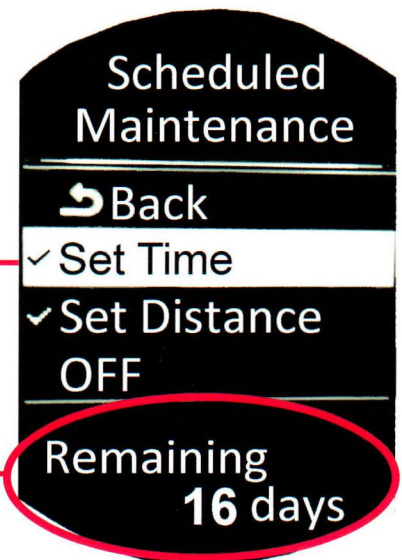
Check Maintenance Monitor Remaining Time and Distance

1. Use the steering wheel INFO switch to navigate to the "Maintenance" section of the Multi-Information Display.
2. Select "Scheduled"
3. Move highlight to "Set Time" and make a note of the remaining days
4. Move highlight to "Set Distance" and make a note of the remaining miles
5. Select "Back"
6. Select "Tire Rotation"
7. Move highlight to "Set Distance" and make a note of the remaining miles
8. Select "Back"
9. Select "Tire Pressure"
10. Move highlight to "Set Time" and make a note of the remaining days

Note: If the customer approves a Maintenance Monitor service, be sure to reset the reminders after the service is performed.

Use the table below to determine if customer notification is necessary during the current dealer visit.

Item	Maintenance Monitor Message Will Be Displayed When:	Displayed Message
Scheduled Maintenance	Remaining distance is less than 250 miles or Remaining days are less than 15 (whichever comes first)	Scheduled Maintenance Due
Tire Rotation	Remaining distance is less than 250 miles	Tire Rotation Due
Tire Pressure Check	Remaining days are less than 15	Tire Pressure Increase Pressure



Example:

The "Remaining 16 days" above will not display a "Scheduled Maintenance Due" message; however, at "Remaining 14 days", the "Scheduled Maintenance Due" message will be displayed.

The customer may be upset when the "Scheduled Maintenance Due" message is displayed 2 days after repair. The customer will have to make an unnecessary return trip to your dealer.

2014 Mazda6 (LATE AVAILABILITY) i-ELOOP (UPDATE)

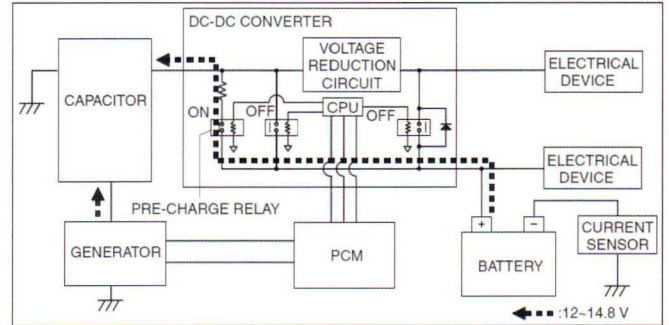
The i-ELOOP Pre-charge Mode information from the Jan-Feb 2013 M-Tips newsletter has been revised. See revised information below:

Pre-charge Mode

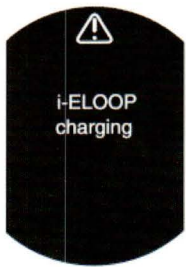
Electrical power is supplied from the battery or the generator to the capacitor when:

- There is excessive dark current.
- The capacitor's voltage decreases because the vehicle is stored for a long period without running the engine.

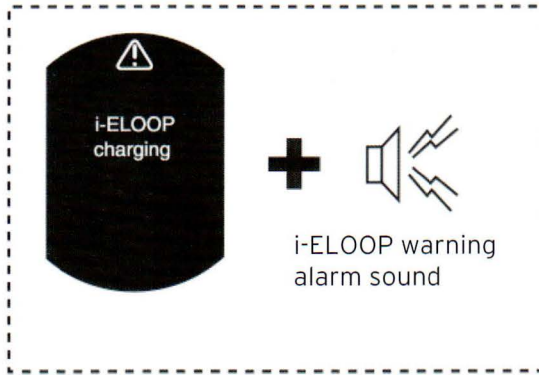
The Multi-Information Display will display an i-ELOOP warning message after engine startup.



In Pre-charge mode



Driving in Pre-charge mode



When the warning message is displayed, allow the engine to idle until the warning message is no longer displayed. This time is needed for normal generator operation. The vehicle may be driven when the message is no longer displayed.

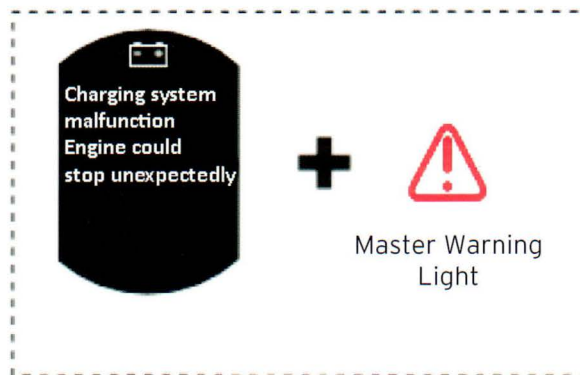
Note:

- If the vehicle is jump started, leave the jumper connected until the warning message is no longer displayed.
- If the vehicle is driven while the warning is displayed, a warning sound will be heard and power steering assist will be limited.

In Pre-charge mode



In Pre-charge mode for more than 3 minutes



Pre-charge mode takes approximately 3 minutes to complete. If Pre-charge mode cannot be completed within 3 minutes, the Multi-Information Display will display an i-ELOOP warning message and the Master Warning Light will come ON.

An editorial board comprised of MNAO service staff members generates, collects, and verifies information for this publication. To contribute a newsletter idea, send an e-mail to mtips@mazdausa.com or fax to (949) 442-6599
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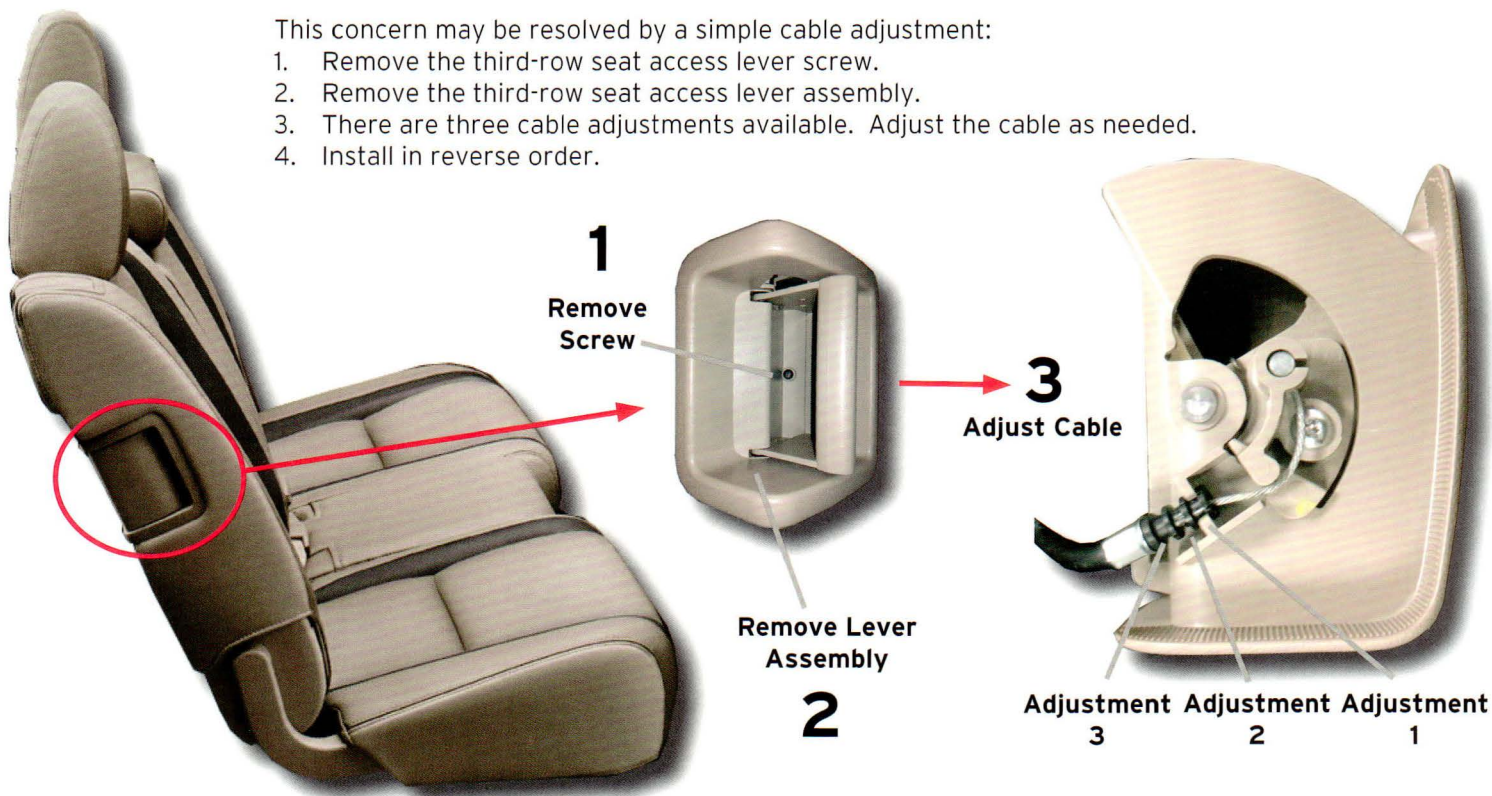
2007-2013 CX-9

THIRD-ROW SEAT ACCESS LEVER INOPERATIVE

Some customers may complain about a third-row seat that is difficult to fold. This may be caused by a third-row seat access lever that is out of adjustment.

This concern may be resolved by a simple cable adjustment:

1. Remove the third-row seat access lever screw.
2. Remove the third-row seat access lever assembly.
3. There are three cable adjustments available. Adjust the cable as needed.
4. Install in reverse order.



2011 CX-7, CX-9

MIL ON WITH DTC P0139 OR P013A

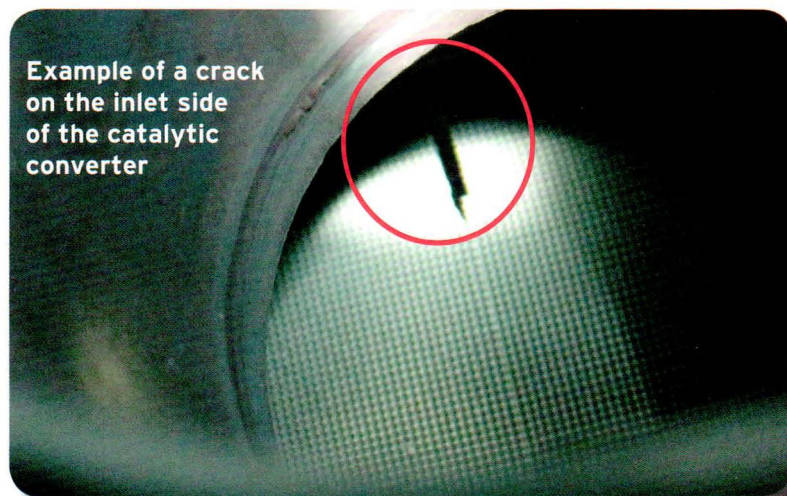
Some customers may complain about an MIL ON with the following DTC stored in memory:

- CX-7 - P0139 (HO2S circuit slow response)
- CX-9 - P013A (HO2S (RH) slow response-rich to lean)

This may be caused by an internally cracked catalytic converter.

If Workshop Manual diagnosis does not resolve the concern, remove the catalytic converter (for CX-9, remove the RH) and inspect the inlet side for cracks. Replace the catalytic converter if an internal crack is found.

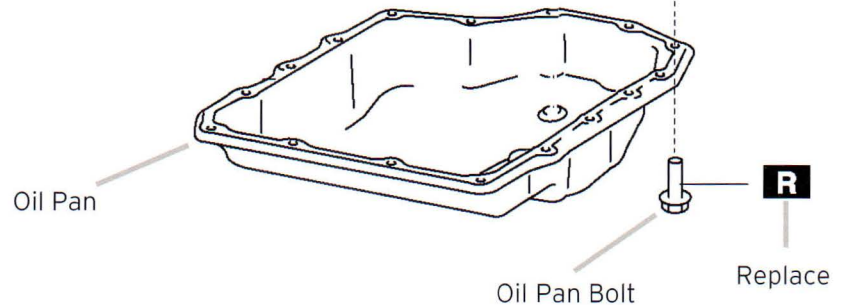
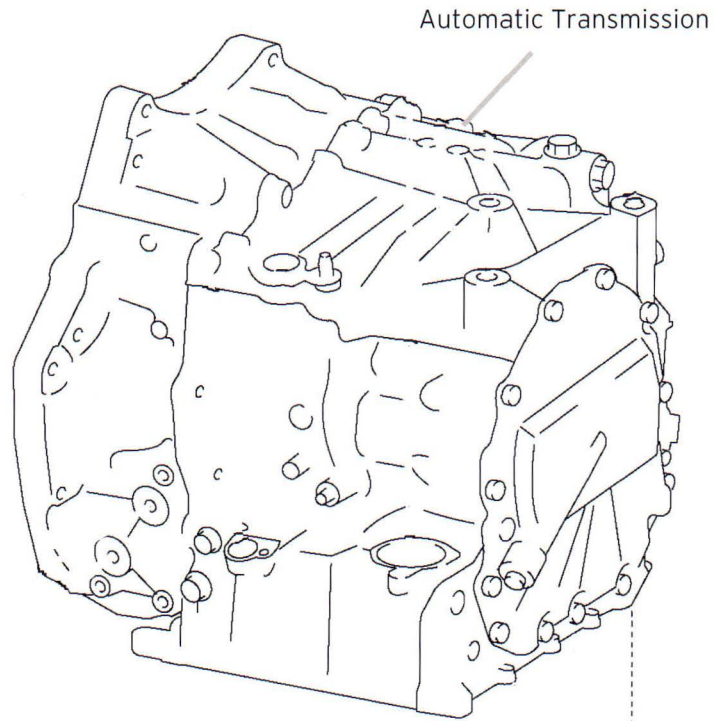
Note: The catalytic converter failure may have been caused by another concern. Catalyst replacement without correcting the root cause may damage the new catalytic converter.



MULTI-MODEL AUTOMATIC TRANSMISSION OIL PAN BOLTS

If an automatic transmission oil pan removal is necessary on a transmission listed below, an engineering change has taken place. The automatic transmission oil pan bolts (P/N 9YA0-10-615A) cannot be reused. Install new bolts when installing the oil pan.

Type	Model	Year
FW6A-EL (SKYACTIV)	Mazda3	2012 - 2014
	Mazda6	2014
	CX-5	2013 - 2014
FN4A-EL	Protege	1999 - 2003
	Mazda3	2004 - 2009
	Mazda5	2006 - 2007
	Mazda6	2003 - 2005
FS5A-EL	Mazda3	2006 - 2013
	Mazda5	2008 - 2013
	Mazda6	2006 - 2013



Note: Workshop Manuals are being revised to reflect these changes.

Submit Your Own M-Tip Article!

If you have a valuable repair tip that you would like to submit for consideration in the next M-Tips Newsletter, please send by e-mail to mtips@mazdausa.com or by FAX to (949) 442-6599.

If we select your repair tip, you will receive a \$50 American Express Gift Cheque for your efforts.

Daniel Gonzalez - Editor (949) 442-6526



MULTI-MODEL GENUINE MAZDA ACCESSORIES INOPERATIVE AFTER INSTALLATION

When installing Genuine Mazda Accessories, read the installation instructions carefully, even if you have installed the accessory in the past. **A best practice is to check the accessory link on MS3 for the most recent instructions, as they are sometimes updated.** Below are a few examples of inoperative accessories after installation because the most recent instructions were not followed correctly.

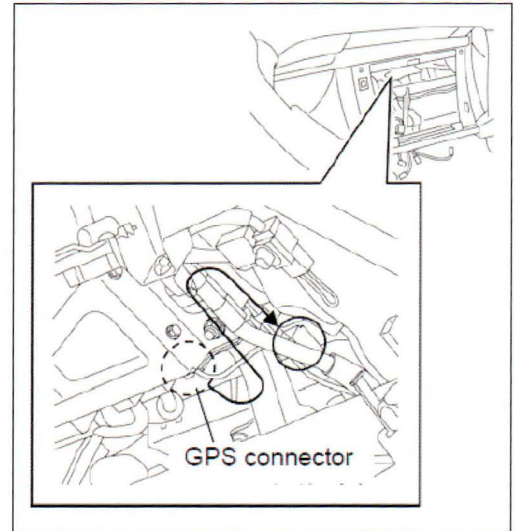
Example 1

Accessory Navigation system is inoperative after installation

The Genuine Mazda Accessory Navigation installation instructions have been amended with a new GPS connection procedure for the 2014 model year. Failure to use this new procedure (shown below) will cause an inoperative Navigation system after installation.

GPS connection installation amendment

1. Disconnect the connector from the unit and connect it to the connector as shown.
2. Install the glove compartment in the reverse order of removal.



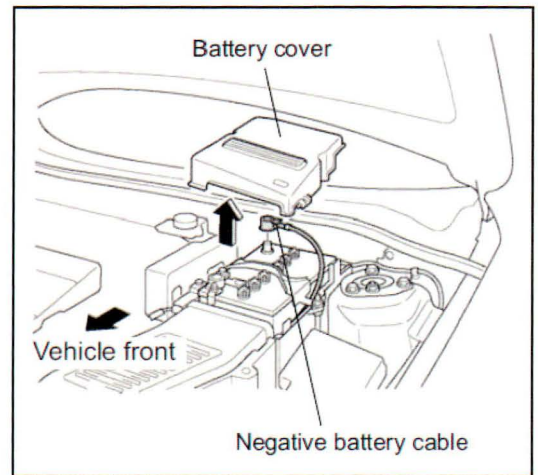
Example 2

Accessory Satellite Radio is inoperative after installation

If the battery negative cable is not disconnected per instruction, the CAN system will not recognize the new accessory. This will result in an inoperative satellite radio after installation. Follow the first two steps in the instructions as shown below:

Negative battery cable disconnection

1. Set the selector lever to "P" range (AT vehicles only).
2. Disconnect the negative battery cable and wrap tape around it to insulate.



Example 3

Accessory Remote Start system is inoperative after installation

After installation, remove all keys and remote transmitters from the inside of the vehicle and close all doors, then retest. The system will not operate if keys are left inside the vehicle.

MULTI-MODEL MAZDA SERVICE PROGRAMS (MSPs)

Mazda Service Programs (MSPs) are issued to increase customer satisfaction by applying the latest factory specifications to as many vehicles as possible, especially before retail sale. MSP repairs are issued as Service Bulletins. Complete MSPs on dealer inventory vehicles and customer vehicles.

All vehicles in inventory need to have applicable MSPs completed immediately and checked for completion prior to delivery to the customer.

Recent MSPs are:

- MSP 39 - 2013-2014 CX-5 & 2014 Mazda6 DTC P0126 (PCM reflash)
- MSP 38 - 2012 Mazda3 Rough Idle and Engine Stall during Long Idling (PCM reflash) (Note: MSP 37 was issued in Canada only)
- MSP 36 - 2007-2012 CX-7 Nonconformity to Evaporative Emission Standard (PCM reflash)
- MSP 34 - 2012 Mazda6 Water Leak at LH A-Pillar

Customers are not notified of MSPs. Dealers should complete all open MSPs on customer vehicles during scheduled maintenance or normal service visits.

- Service Consultants should run a Warranty Vehicle Inquiry using eMDCS for every vehicle that comes through your service drive. This report will indicate if the vehicle is applicable to any open MSP, Special Service Campaign (SSP), or Recall.
 - If the PQM (Product Quality Monitoring) screen appears, select the "Maintenance/Recall" button for MSPs (same for SSPs and recalls).
- Also, confirm the warranty coverage on customer vehicles. MSP repairs are performed at no charge to the customer while the vehicle is under warranty. If you perform an MSP on a vehicle with an invalid warranty, the claim will be rejected. If a vehicle is out of warranty, contact your DSM for authorization before repairing the vehicle.

MSPs can be found in MS3

MAZDA SERVICE PROGRAMS (MSPs)

Mazda Service Programs (MSPs) are issued to **increase customer satisfaction** by applying the latest factory specifications to as many vehicles as possible, especially before retail sale. Completion of MSPs on inventory and customer vehicles is an important dealer responsibility. All vehicles in dealer inventory should have applicable MSPs completed immediately and checked for completion prior to delivery to the customer. Dealers should complete all open MSPs on customer vehicles during scheduled maintenance or normal service visits. Customers are not notified of MSPs.

[Click Here For LATEST MSPs](#)