

Tony Lawrence

From: Tony Lawrence
Sent: Friday, January 24, 2014 3:17 PM
To: All Dirs All Rgns - PT; All Dirs All Rgns - SR
Subject: MAZDA DEALER NOTICE - SERVICE BULLETIN RELEASE

SERVICE BULLETIN RELEASE - 01/24/2014

2014 INDEX: http://www.mstore2000.com/PDF_Files/index01-24-14.pdf

The following Service Bulletin has just been issued.

- For latest MS3 postings, click here: <https://portal.mazdausa.com/m173/service/esi/MazdaServiceShop>

- For printable PDF files from MStore, click on the link below each TSB title:

* If the links do not automatically take you directly to the document, cut and paste the link into your internet browser address window and press enter.

NEW BULLETINS

09-006/14 – 2014 MAZDA3 - MAZDA CONNECT FUNCTIONALITY CONCERNS

http://www.mstore2000.com/PDF_Files/09-006-14-2882.pdf

09-008/14 - 2013-2014 CX-5 - FRONT SEAT BACK TRIM - FRAYED / POOR APPEARANCE - (CLOTH SEAT ONLY)

http://www.mstore2000.com/PDF_Files/09-008-14-2870.pdf

UPDATED BULLETINS

01-001/14 - MULTI-MODEL - MASTER WARNING LIGHT IS ON AND INSTRUMENT CLUSTER WARNING MESSAGE IS DISPLAYED (DTC P1794 AND P2502)

http://www.mstore2000.com/PDF_Files/01-001-14-2868a.pdf

09-007/14 - MULTI-MODEL - CONDENSATION / FOG IN FRONT AND REAR COMBINATION LIGHTS

http://www.mstore2000.com/PDF_Files/09-007-14-2878.pdf

- Please distribute this information to all parts and service personnel.
- If you no longer wish to receive Mazda bulletins, please contact the IT Administrator at your dealership and ask them to remove your email address from under the EMDCS application.

Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



mazda

© 2014 Mazda Motor of America, Inc.

Subject: MAZDA CONNECT FUNCTIONALITY CONCERNS	Bulletin No: 09-006/14
	Last Issued: 01/24/2014

APPLICABLE MODEL(S)/VINS

2014 Mazda3 vehicles (with MAZDA CONNECT Infotainment System) with VINs lower than JM1BM*****166633 (produced before December 26, 2013)

DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 27.00.000 or later).

- A message "Invalid SD card" may appear on the center display while using the navigation system.
- A black screen may be displayed while using the navigation system.
- A blue screen may be displayed just after turning the ignition to ACC/ON.
- The center display does not boot up with a black screen.
- The center display may flicker while using WiFi connection.
- The navigation system sound volume cannot be changed.
- French pronunciation in voice guidance/wording of the navigation system is not correct.

NOTE:

- Mazda is working to make further improvements to the Mazda Connect Infotainment System software, and may issue future software updates to improve system operation and performance. Software version updates can be found on MS3 under IDS/Infotainment.
- When the system is updated, all factory defaults are restored and personal settings (such as display and sound adjustments) are lost, including favorites information and phones paired with the system.

Customers having any of these concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify customer concern.
2. Update MAZDA CONNECT with software version 27.00.000 or later using the instructions in TSB 09-034/13 - MAZDA SERVICE PROGRAM (MSP41) - MAZDA CONNECT INFOTAINMENT SYSTEM UPDATE
3. Verify repair.

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.

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.

SPECIAL CLAIM SUBMISSION INSTRUCTION:

- Perform an eMDCS Warranty Vehicle Inquiry on the VIN.
- View the status of MSP41
 - If MSP41 shows status of "Open" input the warranty claim using MSP41 OPEN information below. This will close the MSP41.
 - If MSP41 shows status of "Closed" input the warranty claim using MSP41 CLOSED information below.

	MSP41 OPEN	MSP41 CLOSED
Warranty Type	A	A
Process Number	AD027B	--
Symptom Code	99	61
Damage Code	99	9W
Part Number Main Cause	7777-SP-J31	5555-RP-CMU
Quantity	0	0
Operation Number / Labor Hours:	XXK1HXFX / 0.3 Hrs.	XX27VXFX / 0.3 Hrs.