

# Service Bulletin

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<b>Subject:</b> MAZDA CONNECT FUNCTIONALITY CONCERNS AFTER MSP41	<b>Bulletin No:</b> 09-006/14
	<b>Last Issued:</b> 09/16/2014

## BULLETIN NOTE

- This bulletin supersedes the previous bulletin 09-006/14, issued on 01/24/14, 03/25/14, 03/28/14, 04/23/14, 05/01/14, and 06/05/14. The APPLICABLE MODEL(S)/VINS, DESCRIPTION, REPAIR PROCEDURE, and WARRANTY INFORMATION have been revised.
- Changes are noted below in Red beside the change bar.

## APPLICABLE MODEL(S)/VINS

2014-2015 Mazda3 vehicles (with MAZDA CONNECT Infotainment System, audio, Bluetooth) with VINs lower than JM1BM\*\*\*\*\*228905 (produced before August 19, 2014) and all VINs starting with 3MZ (with versions lower than 33)

## DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 33.00.500A or later).

- The compass screen is displayed, even though the SD card is installed.
- Speed limit warning does not beep.
- The map screen moves, even though the vehicle is stopped.
- A strange triangle or square graphic appears on the navigation screen.
- Vehicle marker deviates from real position when GPS reception is weak.
- Album art does not display with iPhone plugged into USB port.
- No display in rear view monitor.
- The clock does not work during GPS reception.
- USB device is rebooted with a specific type of music.
- The volume level of the navigation voice cannot be muted when turned to zero.

**NOTE:** With Versions 31 and 33, to unmute the navigation voice (when turned to zero), you have to go into Navigation -> Settings -> Guidance Settings.

- Favorite settings (radio stations, navigation favorites, including HOME, Bluetooth pairing setting, sound adjustment, route setting, and warning setting) are reset when the CMU is reprogrammed.
- For XM radio stations, favorites list displays only the channel numbers.
- Cannot make a call successfully using "Voice Recognition" in French.
- Sound skips when playing music through Bluetooth connection.
- The navigation route guidance is not played after pairing iPhone 4s.
- Voice recognition fails after importing contacts with special characters (\$, #, etc) in the name (#MOM, \$AM).
- The music volume bar is displayed while the navigation is guiding a trip.
- The compass screen is displayed, even though a SD card is inserted.

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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.

- Sound is heard even though MUTE is selected.
- The navigation screen is rebooted.
- Navigation guidance is wrong due to loss of GPS signal.
- The navigation system does not recognize the current location.
- The radio screen is fuzzy and the commander switch does not operate.
- Selecting a contact address causes the touchscreen to flash white.
- 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.

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 **33.00.500A** or later using the instructions in TSB 09-034/13 - MAZDA SERVICE PROGRAM (MSP41) - MAZDA CONNECT INFOTAINMENT SYSTEM UPDATE  
**NOTE:** With Versions 31 and 33, to unmute the navigation voice (when turned to zero), you have to go into Navigation -> Settings -> Guidance Settings.
3. Verify repair.

## 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 for the vehicle shows status of "Open" input the warranty claim using MSP41 OPEN information below. This will close the MSP41.
  - If MSP41 for the vehicle shows status of "Closed" input the warranty claim using MSP41 CLOSED information below.
  - If the vehicle is not flagged for MSP41, 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.	XX33VXFX / 0.3 Hrs.

**NOTE:** For repairs performed after the date of this TSB, Operation No. **XX31VXFX** (for Version **31.00.100**) will no longer be accepted.