

Service Bulletin

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Subject: TOMTOM NAVIGATION FUNCTIONALITY CONCERNS AFTER MSP42	Bulletin No: 09-020/14
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BULLETIN NOTE

- This bulletin supersedes the previous bulletin 09-020/14 issued on 04/07/14 and 04/29/14. The APPLICABLE MODELS, DESCRIPTION, REPAIR PROCEDURE, and WARRANTY INFORMATION have been revised.
- Changes are noted below beside the change bar in Red.

APPLICABLE MODEL(S)/VINS

- 2013-2015 CX-5 vehicles (with factory or dealer installed TomTom navigation)
- 2013-2015 CX-9 vehicles (with factory or dealer installed TomTom navigation)
- 2013 Mazda3 vehicles (with factory or dealer installed TomTom navigation)
- 2014-2015 Mazda6 vehicles (with factory or dealer installed TomTom navigation)

DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 10.854 or later).

- Navigation system freezes.
- Message "Waiting for valid GPS signal" is shown in the menu bar of navigation display for several minutes.
- Vehicle symbol is off road while driving / wrong position of vehicle on map.
- Map is rotating when vehicle is parked or while driving.
- Navigation screen don't appear after depressing Navigation button. Then it does not recover by operating ACC OFF to ON position.
- Unexpected "Stopping voice control" message, usually when starting the vehicle.
- Current car position (CCP) turning 180 degrees when driving in reverse.
- The message "Waiting for a valid GPS signal" appears.
- Red screen with message "Problem with map".
- Yellow screen with message "Insert SD card".
- No Map Found error and SD card contains a map.
- 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.
- Screen gets stuck at TomTom logo (splash screen) during startup.
- Screen locks up to a "black screen".
- Vehicle icon jumps around or vibrates.

CAUTION: DO NOT use the factory reset for retail vehicles. Otherwise, personal settings (such as display and sound adjustments) will be lost, including favorites information.

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

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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.

REPAIR PROCEDURE

1. Verify customer concern.
2. Update the TOMTOM NAVIGATION with software version **10.854** or later using the instructions in TSB 09-010/14 - MAZDA SERVICE PROGRAM (MSP42) - TOMTOM NAVIGATION SYSTEM UPDATE.
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 MSP42
 - If MSP42 for the vehicle shows status of "Open" input the warranty claim using MSP42 OPEN information below. This will close the MSP42.
 - If MSP42 for the vehicle shows status of "Closed" input the warranty claim using MSP42 CLOSED information below.
 - If the vehicle is not flagged for MSP42, input the warranty claim using MSP42 CLOSED information below.

	MSP42 OPEN	MSP42 CLOSED
Warranty Type	A	A
Process Number	AD056A	--
Symptom Code	99	61
Damage Code	99	9H
Part Number Main Cause	7777-SP-J41	GJS1-66-EZ0B
Quantity	0	0
Operation Number / Labor Hours:	XXK39XFX / 0.3 Hrs.	XXKB6XFX / 0.3 Hrs.

NOTE: For repairs performed after the date of this TSB, Operation No. **XXK67XFX** (for Version 10.852) will no longer be accepted.