

<b>Subject:</b>  <b>MAZDA CONNECT FUNCTIONALITY CONCERNS AFTER MSP41</b>	<b>Bulletin No:</b> 09-006/14
	<b>Last Issued:</b> 01/24/2014

## APPLICABLE MODEL(S)/VINS

2014 Mazda3 vehicles (with MAZDA CONNECT Infotainment System, audio, Bluetooth) 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.

## 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.