# Service Bulletin

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Mazda North American Operations Irvine, CA 92618-2922



Subject: TOMTOM NAVIGATION SYSTEM SERVICE INFORMATION	Bulletin No:	09-011/14
	Last Issued:	02/07/2014

#### **BULLETIN NOTE**

- This bulletin supersedes the previous bulletin 09-015/13, issued on 05/07/2013, 09-041/12 issued on 10/19/ 2012. The APPLICABLE MODEL(S)/VINS and DESCRIPTION have been revised.
- Changes are noted below in Red beside the change bar.

## APPLICABLE MODEL(S)/VINS

2013 Mazda3 2014-2015 Mazda6 2013-2015 CX-5 2013-2014 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 or dealer 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.

TomTom navigation exchange units are shipped from United Radio with a brand new SD card installed. Unit replacement authorization is not required; however, <u>United Radio requires a Navigation Device ID for order-</u><u>ing.</u> Refer to TOMTOM DEVICE ID INSPECTION. Return the original navigation unit with the original SD card installed in the 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.

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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.

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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 orginal 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.

## TOMTOM DEVICE ID INSPECTION

- 1. Is the system operational?
  - Yes Proceed to step 2.
  - No Proceed to step 9.
- 2. Turn the ignition to the ACC or ON position (engine off).
- 3. Turn the audio on.
- 4. Select the NAV button, then touch the navigation screen.



5. From the Navigation menu, select Settings.



6. From the Settings menu, select Status & Information.

Settings Turn off Voice guidance Make your own menu Woices Status & Make your own Make y Bulletin No: 09-011/14 © 2014 Mazda Motor of America, Inc.

7. From the Status & Information menu, select Version information.



- 8. From the Mazda Navigation System screen, record the Device ID.
- Mazda Navigation System NB1 Device DR5303N6086\* 1) (100.4) App 10351174415011 BackupfS 1117341 GYS GSW3251173CR3 Language: English US www.tomtom.com Lopyright Licenses Done Composition (1990)
- 9. If the navigation system is inoperative, remove the navigation unit and record the Version ID information. Refer to MS3 online or Workshop Manual section 09-20 for navigation unit removal instructions:
  - Mazda3 CAR-NAVIGATION UNIT REMOVAL/INSTALLATION.
  - Mazda6 CAR-NAVIGATION UNIT REMOVAL/INSTALLATION.
  - CX-5 CAR-NAVIGATION UNIT REMOVAL/INSTALLATION.
  - CX-9 CAR-NAVIGATION UNIT REMOVAL/INSTALLATION.

