TO: **Mazda Dealership General Managers, Service and Parts Managers**

DATE: **June 2015**

SUBJECT: **2014-2015 Mazda3 MAZDA CONNECT™ Software Update**
Special Service Program (SSP) 98

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2014-2015 Mazda3 vehicles, equipped with MAZDA CONNECT™ System.

This SSP98 supersedes MSP41 and Service Bulletins 09-034/13 and 09-006/14.

The latest version of software for the Connectivity Master Unit (CMU) is now available. By updating the CMU software, the features and functionality of the MAZDA CONNECT™ system will be further enhanced.

Dealers are to reprogram the CMU software using a USB memory stick to incorporate further improvements in the MAZDA CONNECT™ system. The reprogramming operation must be performed at no charge to the vehicle owner.

This SSP98 will be valid until July 1, 2018 regardless of mileage.

A postcard notice will be mailed to owners of subject vehicles beginning July 7, 2015.

This package contains important information about SSP 98:

Attachment I	Service Information
Attachment II	Repair Procedure
Attachment III	Owner Notification Postcard
Attachment IV	Customer Information Sheet

For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3.

For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.

zoom-zoom

Please make certain that the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this program before responding to customer inquiries.

Your understanding and support in carrying out this program is greatly appreciated.

Sincerely,

Satoshi Takahashi
Director, Technical Services Division
Mazda North American Operations

CONDITION OF CONCERN

In today's connected environment, many technologically advanced products require continuous software or firmware updates. Along with smartphones, tablets, computers, and smart TV's, Mazda vehicles also utilize software and firmware updates to add new capabilities, enhancements, and improvements.

New firmware update is currently only available for some 2014-2015 Mazda3 vehicles with OS versions prior to 55.. Some of the available enhancements in each software version are listed in this document.

Click **here** for helpful Version 55 FAQs to enhance the user's experience with the MAZDA CONNECT™ system. Or go to:
www.MazdaUSA.com →**Owners** →**MAZDACONNECT™/Bluetooth®** → **select your vehicle** → **FAQ**

Version 55
This firmware update contains all improvements in prior versions and also includes:

- Users with mixed entertainment favorites (FM/AM/XM) can now switch between their favorites in the same order that they're listed on the Mazda Connect display using the steering wheel control buttons.
- Bluetooth audio metadata (artist / song / album name) now refreshes in the background whenever the Mazda Connect display isn't showing the Bluetooth audio screen.
- The speed and performance of HD radio text and images has been improved.
- The loading speed of HD traffic maps has been improved.
- In addition to using the volume controls to adjust the navigation guidance volume levels, navigation guidance volume can now be adjusted at any time using the navigation guidance settings option within the navigation settings menu- even while the vehicle is in motion.
- Increased performance and consistency in phonebook contacts download.
- Faster availability of voice recognition for calling phonebook contacts.
- The system will now inform you if it is too soon to use voice recognition when calling contacts.
- Increased navigation stability and bug fixes.
- Navigation voice recognition improvements (e.g. "airport", "where am i?").
- Enhanced Bluetooth audio sound quality. Audio no longer has audible stutter or skip when changing tracks.
- Reverse back-up camera display speed, performance, and bug fix enhancements.
- Bug fix for erroneous "Does not recognize" USB and/or SD Card messages.
- USB device recognition performance improved and will recognize device is inserted more accurately.
- Steering wheel volume control speed and performance enhancements.
- Pandora, Aha, Stitcher performance and bug fix enhancements.
- iPod/iPhone USB media cataloging speed and performance enhancements.

Version 33
This firmware update contains all improvements in Version 31 and prior and also includes:
- Restores audible notification when the speed limit is exceeded on the navigation map screen.
- The vehicle icon on the navigation map performance and accuracy improved.
- Navigation display graphic improvements and bug fixes.
- Album art is now displayed when an iPhone or iPod is connected via USB.

Version 31
This firmware update contains all improvements in Version 30 and prior and also includes:
- Clock display performance improvements while acquiring GPS reception.
- USB device performance and stability increased.
- Navigation guidance prompts can now be fully muted by turning the volume knob to zero while the guidance prompt is playing or in navigation guidance settings.

Version 30
This firmware update contains all improvements in Version 29 and prior and also includes:
- System memory for settings, favorites, paired devices, and history improved to ensure retention.
- Improved voice recognition performance for calling functions in French.

Version 29
This firmware update contains all improvements in Version 28 and also includes:
- Navigation route guidance improvements and bug fixes when paired to iPhone 4s.
- Added support for voice recognition when importing contacts with special characters (e.g., $, #, etc.) in the name (e.g., "#MOM" or "$AM").
- Music volume bar is no longer displayed when the navigation system is providing guidance.
- MUTE control button now completely eliminates any audible sounds.

Version 28
This firmware update contains the following improvements:
- Improved graphics and design on Radio screen.
- Bug fixes and improved performance and operation of commander.
- Bug fixes and performance improvements when navigating to an address by selecting an address within a phonebook contact.

Mazda is continuously working to make further improvements to the MAZDA CONNECT™ system software, and may issue further software updates to improve system operation and performance.

NOTE: Map updates are separate to system updates. Click here for map updates.

Dealers are to reprogram the CMU software using a USB memory stick to incorporate further improvements in the MAZDA CONNECT™ system. This reprogramming operation must be performed at no charge to the vehicle owner.

SSP98 will be valid until July 1, 2018, regardless of mileage.

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2014-2016 Mazda3 with MAZDA CONNECT™	JM1 BM**** E1 100049 – 218349 JM1 BM**** F1 218350 – 275442	June 11, 2013 through May 23, 2015
	3MZ BM**** EM 100134 – 124127 3MZ BM**** FM 121913 – (TBD)	After December 4, 2013

The asterisk symbol "*" can be any letter or number.

OWNER NOTIFICATION

Mazda will notify U.S. owners by postcard beginning July 7, 2015. Owners will be informed they should bring their vehicle to their local Mazda dealer for the latest MAZDA CONNECT™ Software Update.

WARRANTY CLAIM PROCESSING INFORMATION

	CMU Reprogramming (one-step update)	CMU Reprogramming (two-step update)
Process Number	AF019A	AF019A
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	7777-SP-K23	7777-SP-K23
Quantity	0	0
Labor Operation Number	XXL49XFX	XXL5MXFX
Labor hours	0.3 hrs.	0.5 hrs.

If the software version is earlier than 31.00.100, two steps of CMU reprogramming are required. Vehicles within the below VIN ranges may require a two-step update:

Subject VIN	Production Date
JM1BM*****100001 - 210262	June 11, 2013 – May 21, 2014
3MZBM*****100001 - 129473	August 7, 2013 – July 21, 2014

VERIFY THE VEHICLE IS APPLICABLE TO SSP98

1. Verify the vehicle is within the following ranges:

Model	VIN Range	Build Date Range
2014-2016 Mazda3 with MAZDA CONNECT™	JM1 BM**** E1 100049 – 218349 JM1 BM**** F1 218350 – 275442	June 11, 2013 through May 23, 2015
	3MZ BM**** EM 100134 – 124127 3MZ BM**** FM 121913 – (TBD)	After December 4, 2013

The asterisk symbol "*" can be any letter or number.

- If the vehicle is within the above ranges, go to Step 2.
- If the vehicle is not within the above ranges, SSP98 is not applicable.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System.

eMDCS System – Vehicle Status Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action to perform:
SSP98 OPEN	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history.
	Not present	Proceed to "REPAIR PROCEDURE".
SSP98 CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood or bulkhead.
SSP98 EXPIRED	Present or not present	Vehicle is outside the warranty time limitation. SSP98 is in effect until July 1, 2018, regardless of mileage.
SSP98 is not displayed	Does not apply	SSP98 does not apply to this vehicle. Return vehicle to inventory or customer.

REPAIR PROCEDURE

Please refer to Attachment II.

A. DESCRIPTION

A new firmware update for MAZDA CONNECT is currently only available for some 2014-2015 Mazda3 vehicles with OS versions prior to 55.

Dealers are to update MAZDA CONNECT to version 55.00.XXX or later.

**This SSP will be in effect until May 1, 2018, regardless of mileage.**

B. VEHICLE INSPECTION PROCEDURE

1. Verify that the vehicle is within one of the following VIN ranges:

Model	VIN Range	Production Date Range
2014-15 Mazda3 with MAZDA CONNECT	JM1BM****E1 100049 – 218349 JM1BM****F1 218350 – TBD	After June 11, 2013
	3MZBM****EM 100134 – 124127 3MZBM****FM 121913 – TBD	After December 4, 2013

   - If the vehicle is within the above VIN range, proceed to step 2.
   - If the vehicle is not within the above VIN range, SSP98 is not applicable.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for a Campaign Label **SSP98** attached to the vehicle's hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

   NOTE: Verify SSP98 number as the vehicle may have multiple SSPs.

CAMPAIGN LABEL

CAMPAIGN NO:_____

DEALER CODE:_____

DATE: / /

P/N 9999-95-065A-06
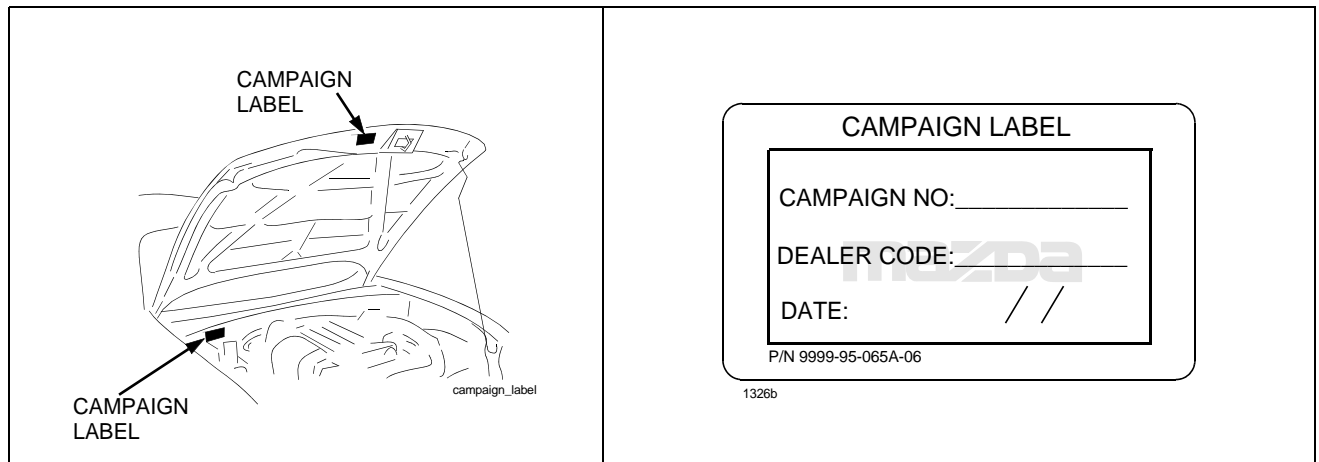
3. Perform a Warranty Vehicle Inquiry using your eMDCS System.

eMDCS System - Warranty Vehicle Inquiry Results

If eMDCS displays:	Campaign Label is:	Action to perform:
SSP98 OPEN	Present	Contact the Mazda Warranty Hotline at (877) 727-6626, Option 3, to update vehicle history.
	Not present	Proceed to "C. REPAIR PROCEDURE"
SSP98 CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood or bulk-head.
SSP98 EXPIRED	Present or not present	Vehicle is outside warranty time limitation. SSP98 is in effect until July 1, 2018, regardless of mileage.
SSP98 is not displayed	Does not apply	SSP98 does not apply to this vehicle. Return vehicle to inventory or customer.

C. REPAIR PROCEDURE

1. Update MAZDA CONNECT with software version 55.00.XXX or later using the following instructions.

> **NOTE:** With Version 55, to unmute the navigation voice (when turned to zero), you have to go into Navigation -> Settings -> Guidance Settings.

> **CAUTION:** **After MAZDA CONNECT has been updated with the latest software, there will be some changes in the system operation listed in the customer information. Explain these changes to the customer as necessary and give the customer a copy of these pages.**

> **CAUTION:** **More than one software version can be placed on a memory stick, but Mazda recommends placing only one version on a memory stick to avoid updating the system with the wrong version.**

> **NOTE FOR MAZDA3 ONLY:**
> - If the software version is 29.00.100 or earlier, first update MAZDA CONNECT with version 33.00.500A, then update again with version 55.00.650A or later (two step update). Vehicles within the below VIN ranges may be equipped with version 29.00.100 or earlier.
> - If the version is 30.00.300 or later, update MAZDA CONNECT with version 55.00.650A or later (one step update). Vehicles outside the below VIN ranges should be equipped with version 30.00.300 or later.
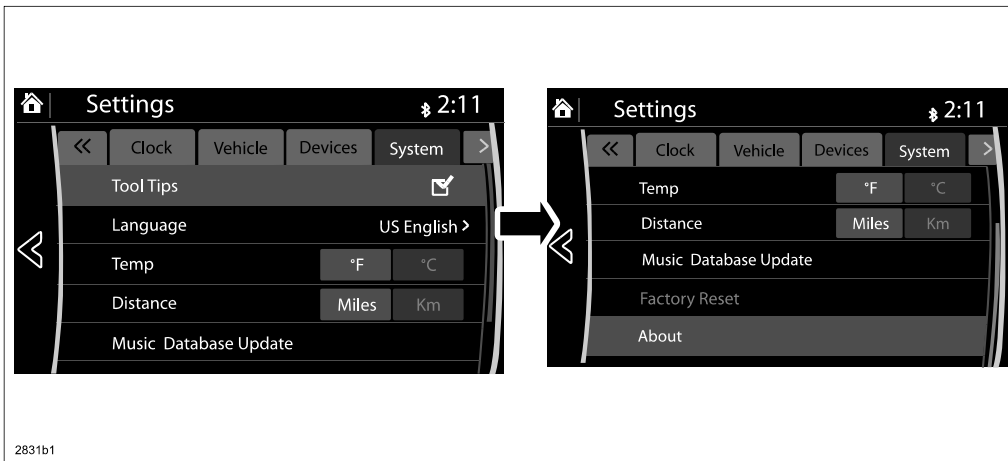
Subject VIN	Production Date
JM1BM **** **100001 - 205788	June 11, 2013 to April 21, 2014
3MZBM **** **100001 - 114855	August 7, 2013 to May 5, 2014

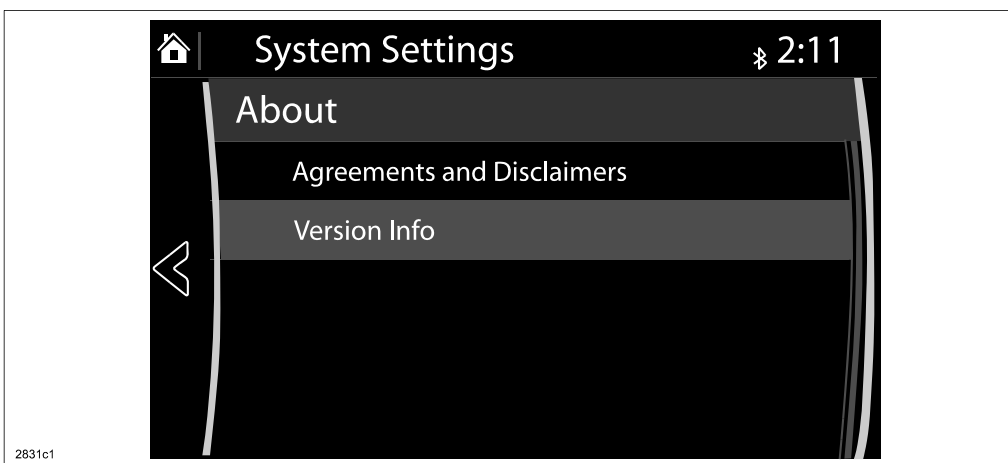**MAZDA CONNECT Software Version Verification Procedure**

1. Select "Settings" from the Home screen to check the software version.

2:12

Settings

2831a1
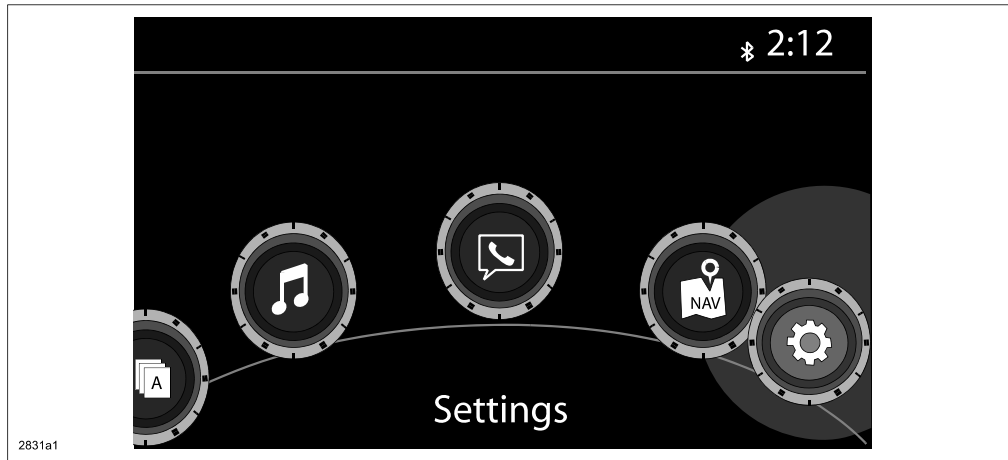
2. Select "System" and scroll down to the "About" option.

Settings   2:11

| « Clock | Vehicle | Devices | System | › |

Tool Tips

Language   US English ›

Temp   °F   °C

Distance   Miles   Km

Music Database Update

Settings   2:11

| « Clock | Vehicle | Devices | System | › |

Temp   °F   °C

Distance   Miles   Km

Music Database Update

Factory Reset

About

2831b1

3. Select "Version Info" from the "About" screen.

System Settings   2:11

About

Agreements and Disclaimers

Version Info

2831c1

4. Make sure the software version is 55.00.XXX or later, then select OK. If it is not 55.00.XXX or later, update the system using a USB memory stick with the latest software according to the "Reflash Procedure." If needed, refer to "Downloading Update Software to a USB Memory Stick (for additional USB memory sticks)" below.
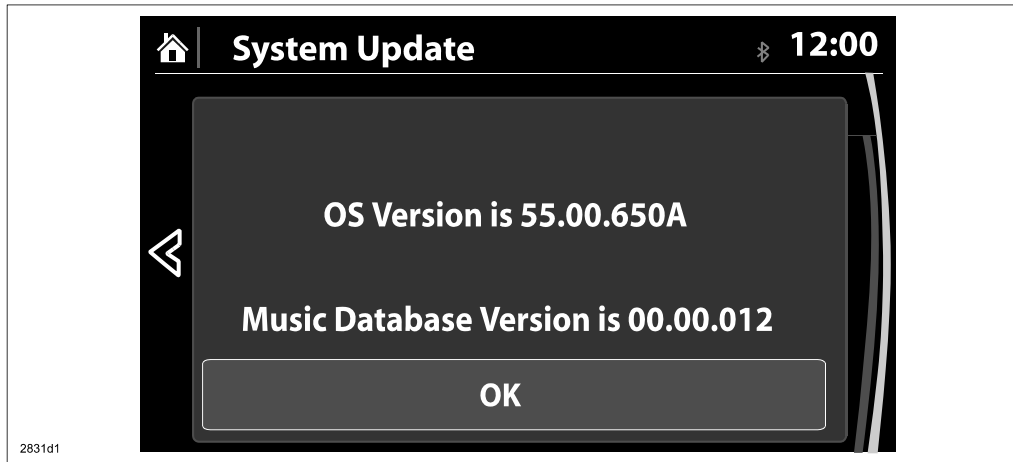

Downloading Update Software to a USB Memory Stick (for additional USB memory sticks)

1. Install the USB memory stick with a minumum 2G of memory into the USB port of a computer with internet access.

    NOTE: The update files can also be copied from one USB memory stick to another.

2. Go to "Start" and select "Computer," then double-click on the memory stick "removable disk" (A).
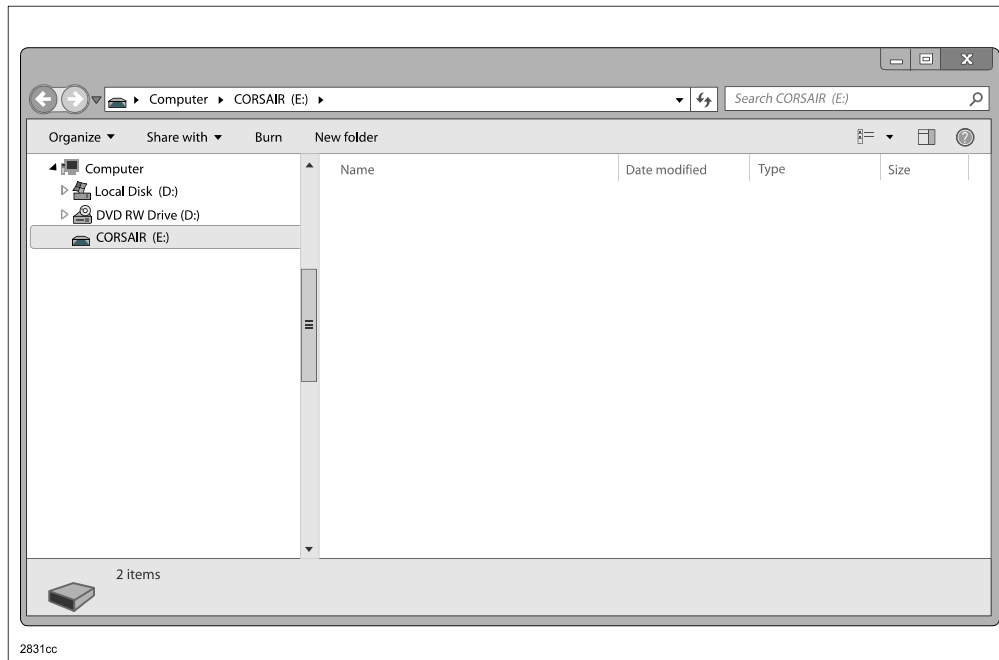
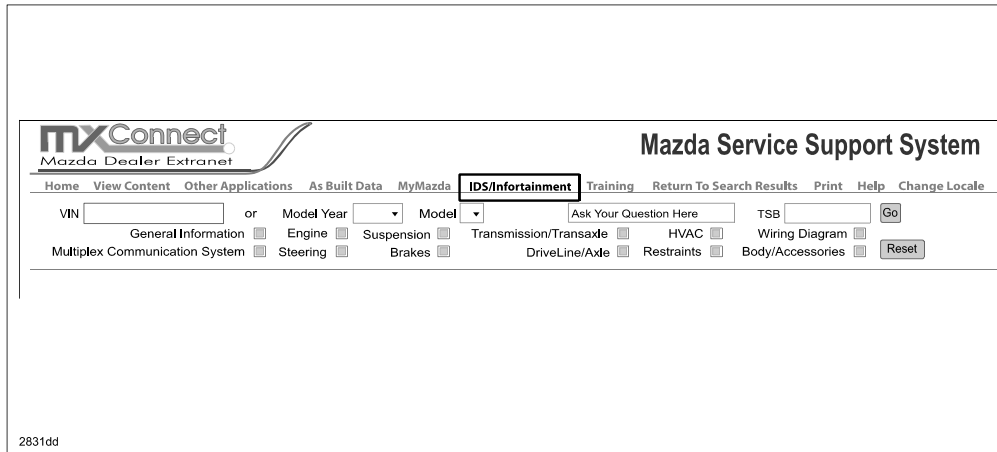   **NOTE:**   The memory stick may have a different name. Look for "Removable Disk."
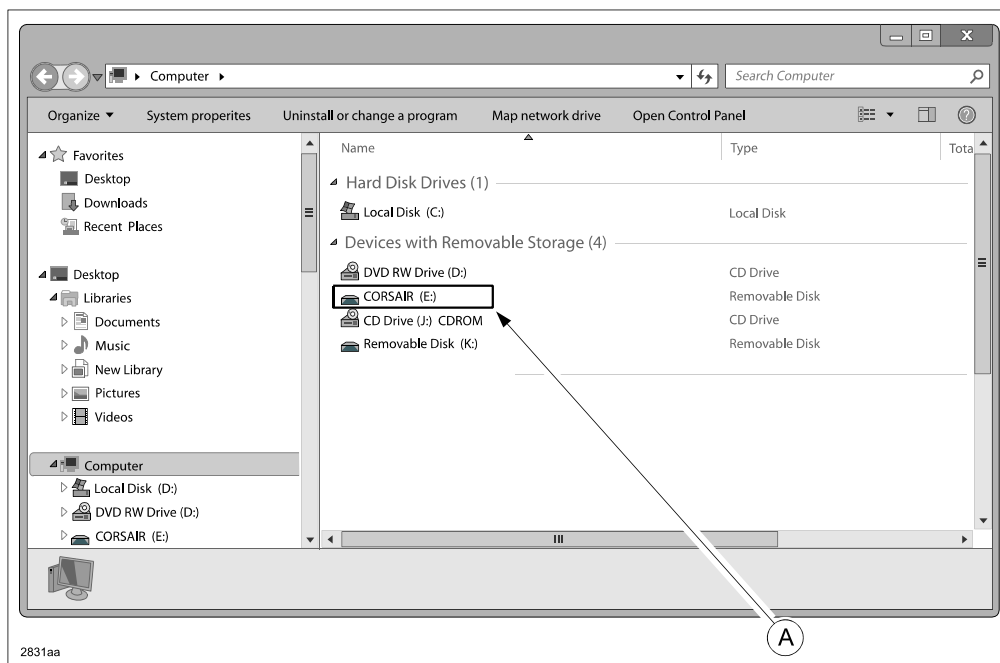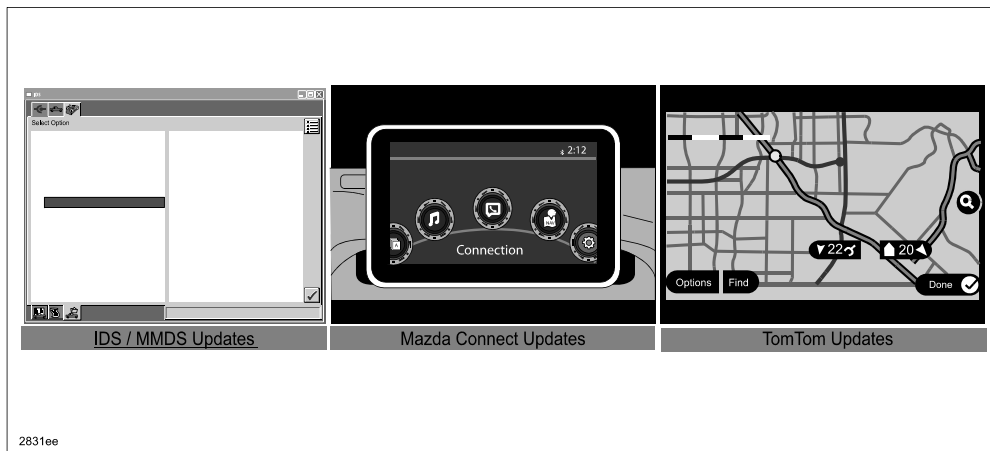
3. Delete any existing files (A).
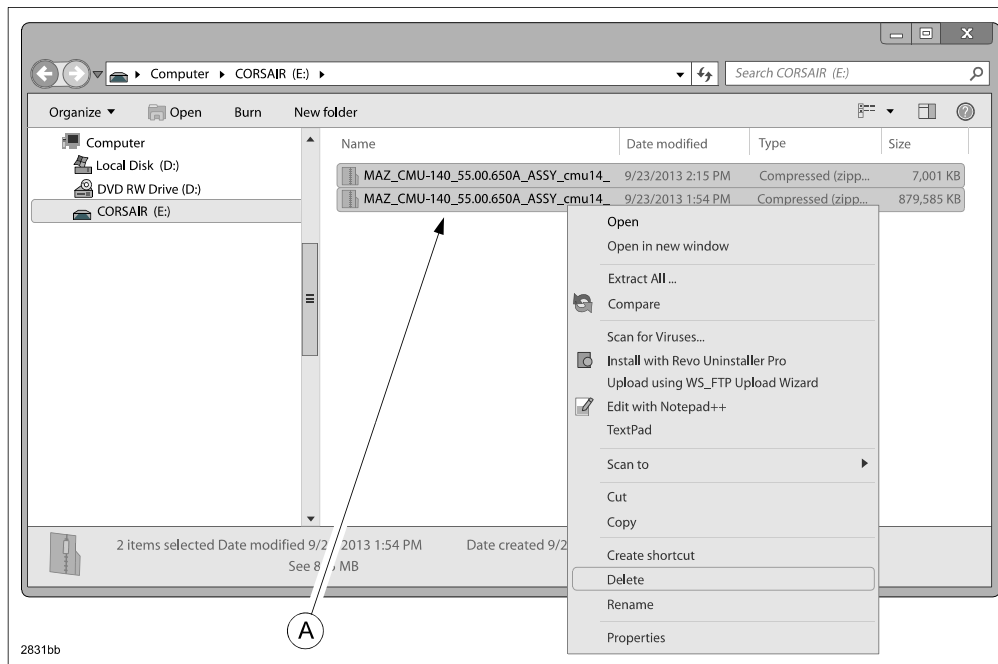
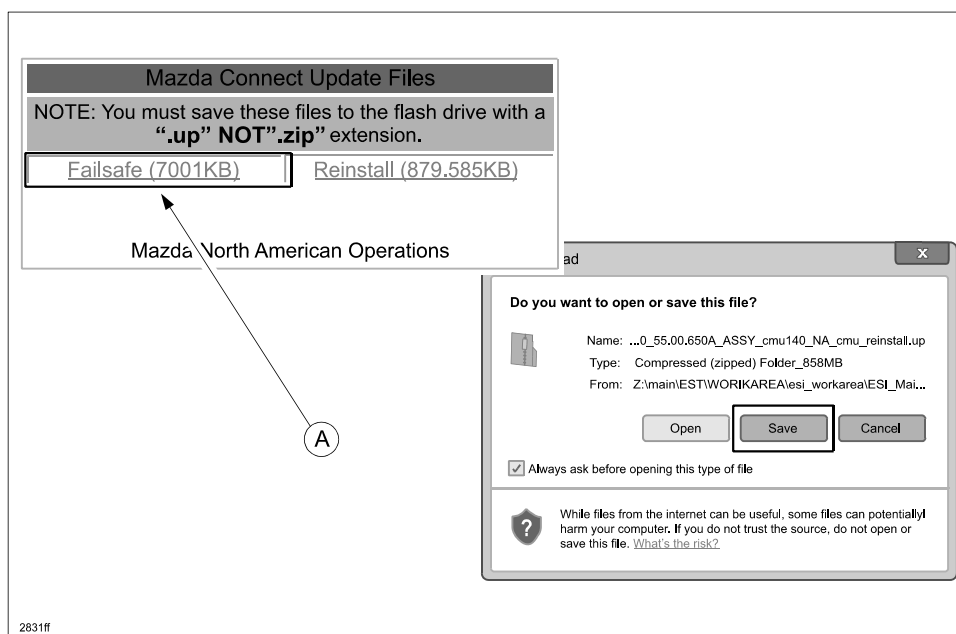4. Confirm that no files are left on the memory stick.

5. Log on to MS3 and select "IDS/Infotainment."


2831dd

6. Select "Mazda Connect Updates."

IDS / MMDS Updates   Mazda Connect Updates   TomTom Updates

2831ee

7. Select the FailSafe file (A) and "Save."

Mazda Connect Update Files

NOTE: You must save these files to the flash drive with a **".up" NOT".zip"** extension.

Failsafe (7001KB)   Reinstall (879.585KB)

Mazda North American Operations

Do you want to open or save this file?

Name: ...0_55.00.650A_ASSY_cmu140_NA_cmu_reinstall.up
Type: Compressed (zipped) Folder_858MB
From: Z:\main\EST\WORIKAREA\esi_workarea\ESI_Mai...

Open   Save   Cancel

☑ Always ask before opening this type of file

While files from the internet can be useful, some files can potentiallyl harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

A

2831ff

8. Change the file extension from ",zip" to ".up" (A).

   NOTE: If you do not save the file with a ".up" file extension, you will have to delete the download and start again.
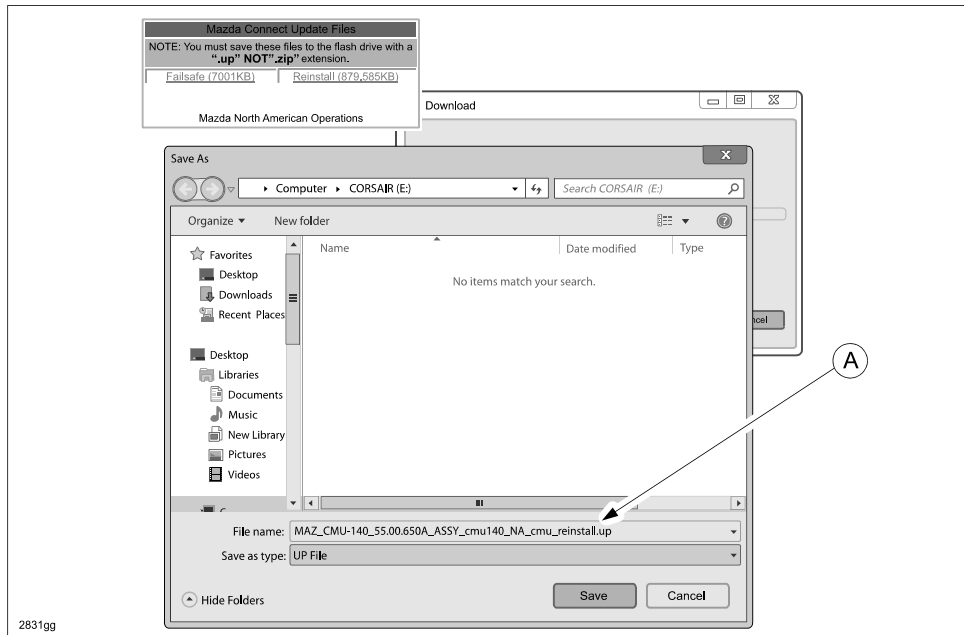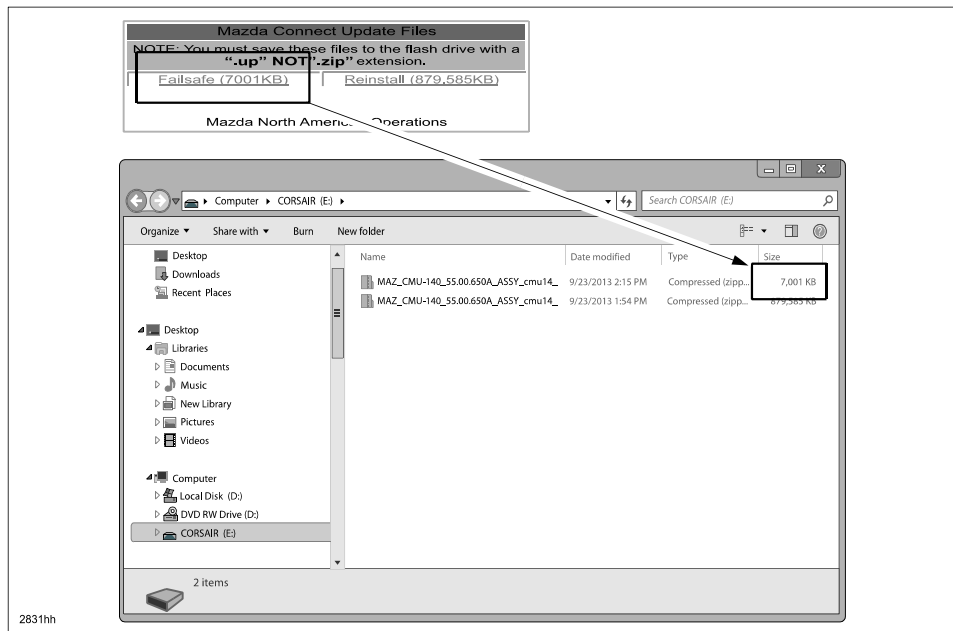

9. Save the file to the memory stick.

10. Repeat step 7, 8, and 9 for the Reinstall file.

11. After completing the downloads, compare the size of the files to the ones on the download page.
    - If the size is the same, proceed to the reflash procedure.
    - If the size is not the same, delete the files on the memory stick and start over.

Reflash Procedure

NOTE: **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. Before starting the reflash procedure, obtain the customer's acceptance for this loss.**

1. Record the customer's radio favorites (AM/FM/XM).

2. Remove the SD card from the slot.

3. Turn the ignition switch to OFF.

   NOTE: All electrical loads should be turned off during the reflashing process, especially the air conditioner (blower), rear defogger, and room lamps.

4. Install the ROOM FUSE and AUDIO FUSE to the fuse block in the engine compartment (if not installed).

5. Connect battery charger (charge current maintained about 7A) to the vehicle to stabilize voltage fluctuation.

6. Press the START/STOP ENGINE push button 1 time without depressing the clutch pedal (manual transaxle) or the brake pedal (automatic transaxle), to switch the ignition position to ACC. Confirm that the push button start indicator light (A) is illuminated (amber) and the display in the instrument cluster is OFF (ignition position is in ACC).
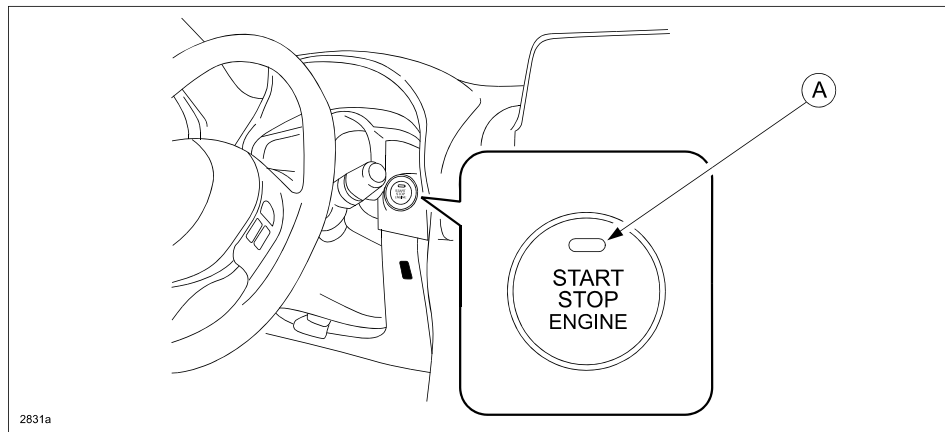

   NOTE: The engine starts by pressing the push button start while depressing the clutch pedal (manual transaxle) or the brake pedal (automatic transaxle). To switch the ignition position without starting the engine, press the START/STOP ENGINE push button without depressing the pedal.

   NOTE: If the ignition is left in the ACC position it will automatically switch off after 25 minutes. Pressing and releasing the clutch pedal (Manual Transaxle) or the brake pedal (Automatic Transaxle) before 25 minutes resets the timer to ensure the vehicle does not switch off during the reflash process.
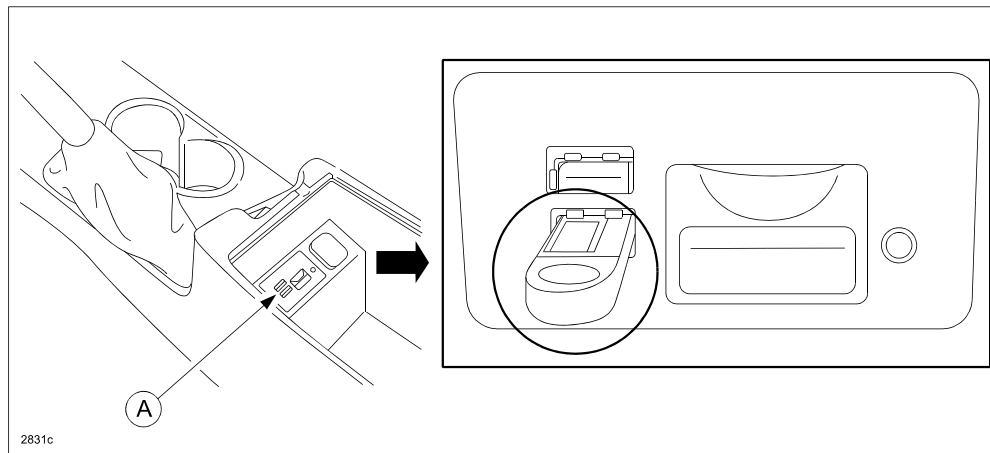
7. Verify that there is a sound coming from the speakers. If sound cannot be heard, turn the volume dial (A) to turn the volume up, or make sure that MUTE is not on.
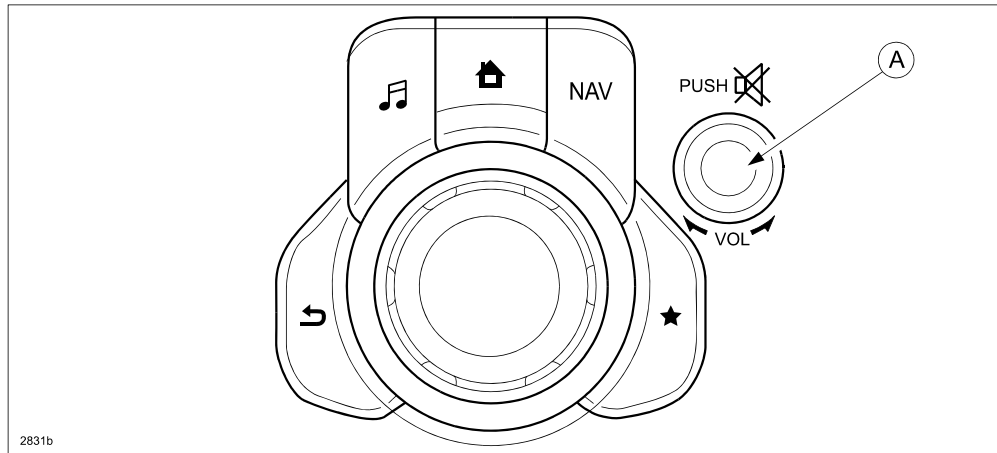
NOTE: When sound is heard from the speakers, the system is in stand-by condition.
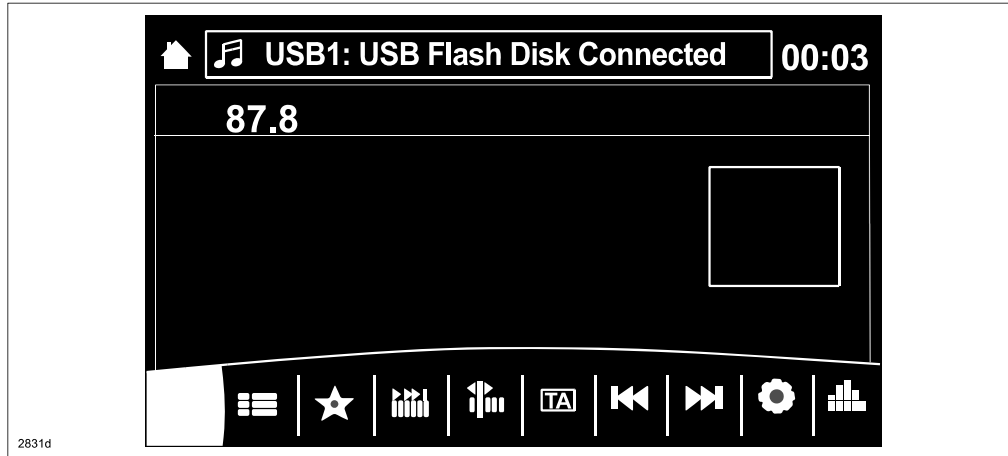
8. Connect the prepared USB memory stick to the either one of the two USB port (A).

NOTE: There should only be the prepared USB memory stick inserted in one of the USB ports. Nothing should be inserted in the other USB port during the re-flashing process.
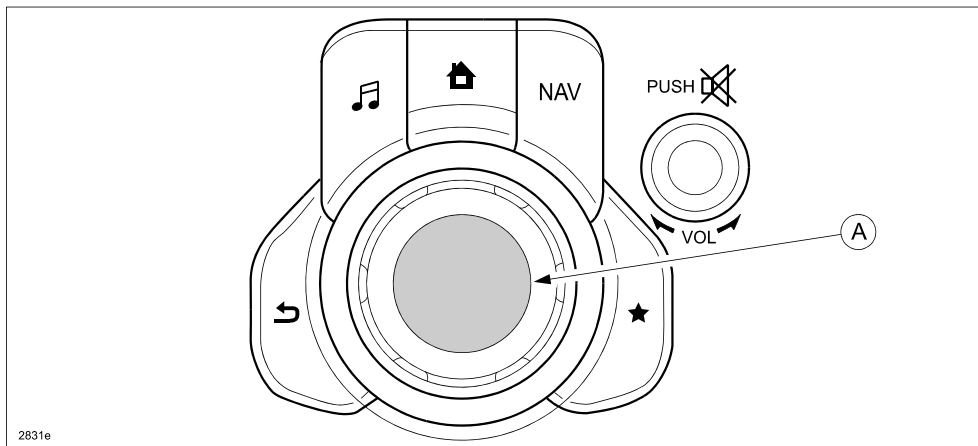
9.   When the USB memory stick is recognized, the following message will appear briefly on the screen.


NOTE:
- It takes approx. 5 seconds before the USB memory stick is recognized.
- If the USB memory stick is not recognized, perform the following:
    (1) Select "Setting".
    (2) Select "System".
    (3) Select "Factory Reset".
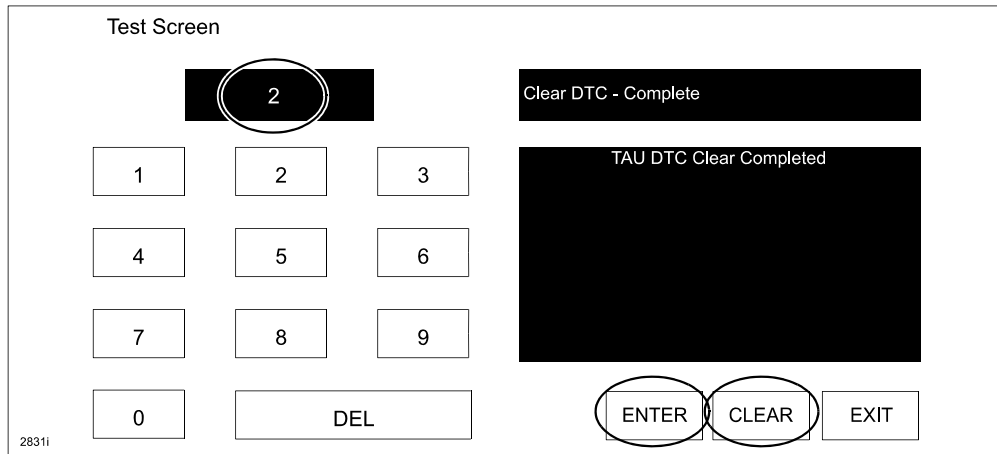   (4) Push the commander switch knob (A) to "Enter".

10. Press the three buttons (Music (A) + Favorites (B) + Volume Mute(C)) on the commander switch at the same time for 2-5 seconds and the Diagnostic Test Screen will appear.
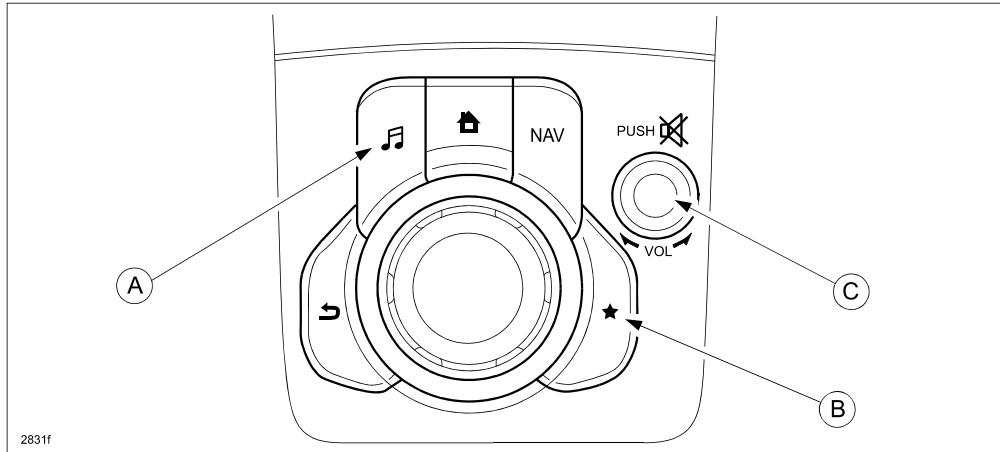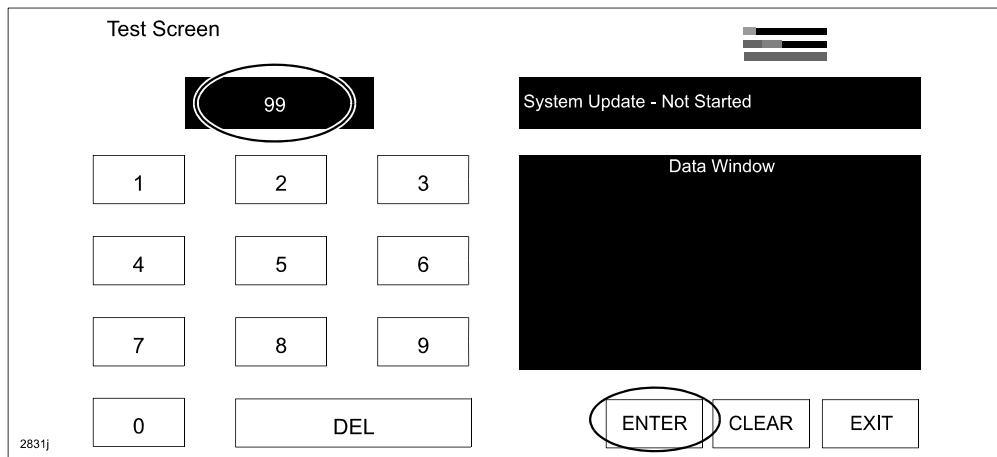

11. On the test screen, input '3' and then select "ENTER" to verify whether any DTCs (in the CMU) are active. Select "CLEAR" to go to next step.
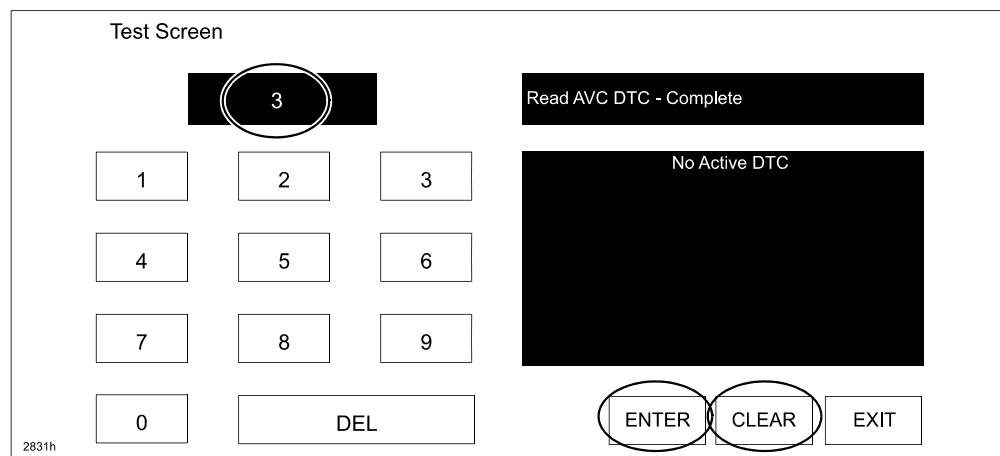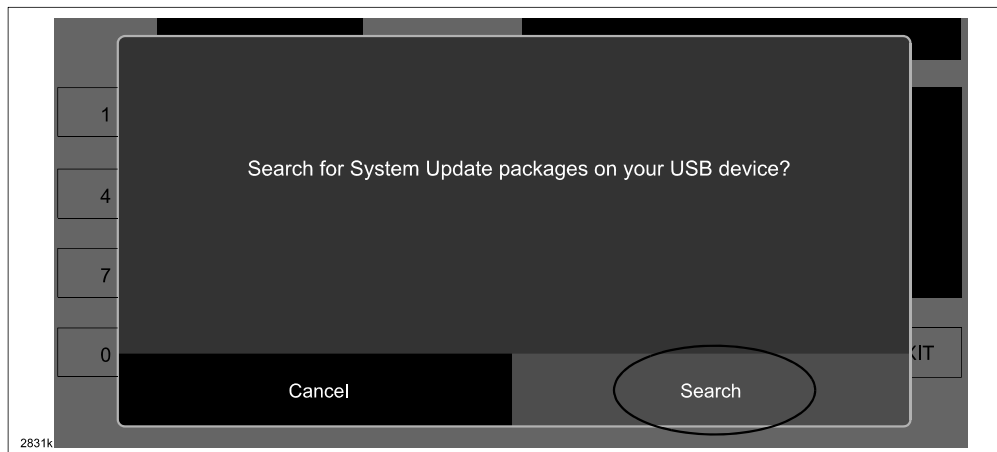
12. If any DTCs are present, input '2' on the test screen and then select "ENTER". This will internally clear all the earlier set DTCs (in the CMU). Select "CLEAR" to go to next step.

Test Screen

	2	

Clear DTC - Complete

TAU DTC Clear Completed

1	2	3
4	5	6
7	8	9
0	DEL	

ENTER   CLEAR   EXIT

2831i

13. Use the touchscreen or the commander switch to input '99' and then select "ENTER" on the Test screen.

Test Screen

	99	

System Update - Not Started

Data Window

1	2	3
4	5	6
7	8	9
0	DEL	

ENTER   CLEAR   EXIT

2831j

14. Select "Search" on the screen below.

1	
4	
7	
0	XIT

Search for System Update packages on your USB device?

Cancel   Search

2831k

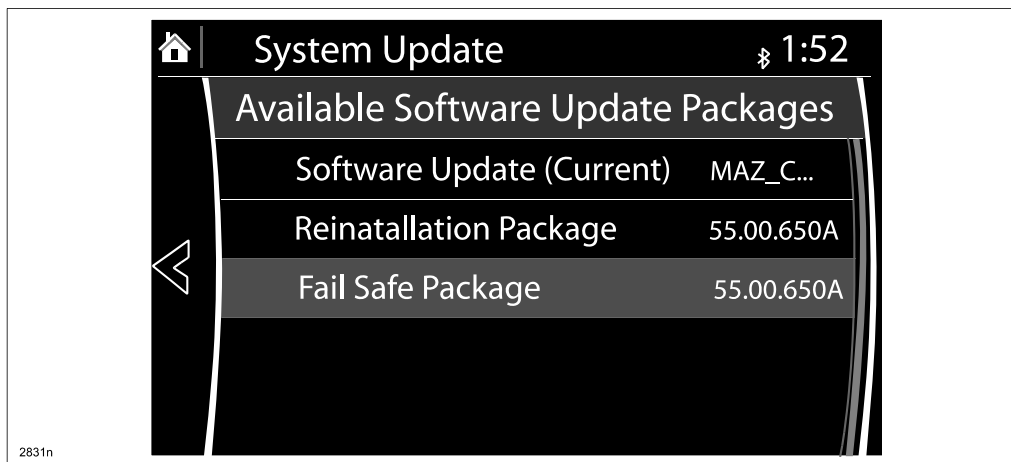**NOTE:** If the following screen is displayed, perform the following.

2831l
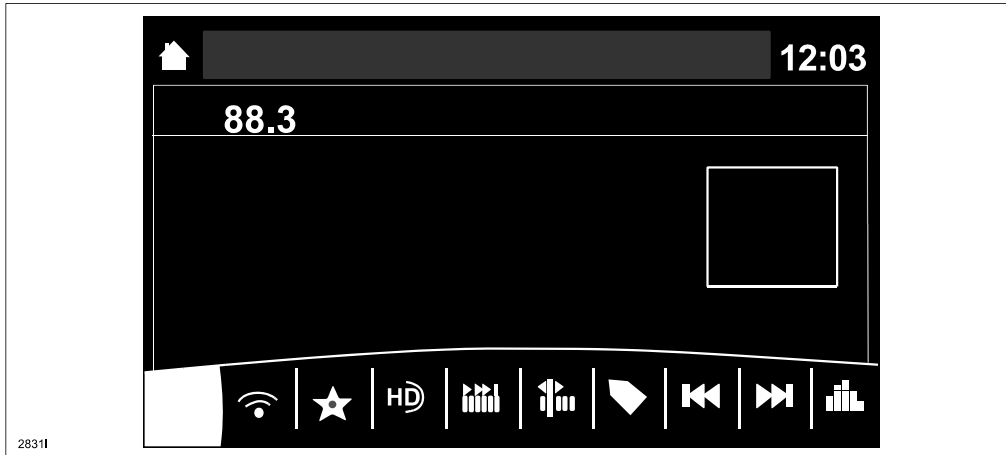
(1) Press the "Return" button (A) on the commander switch.

2831m
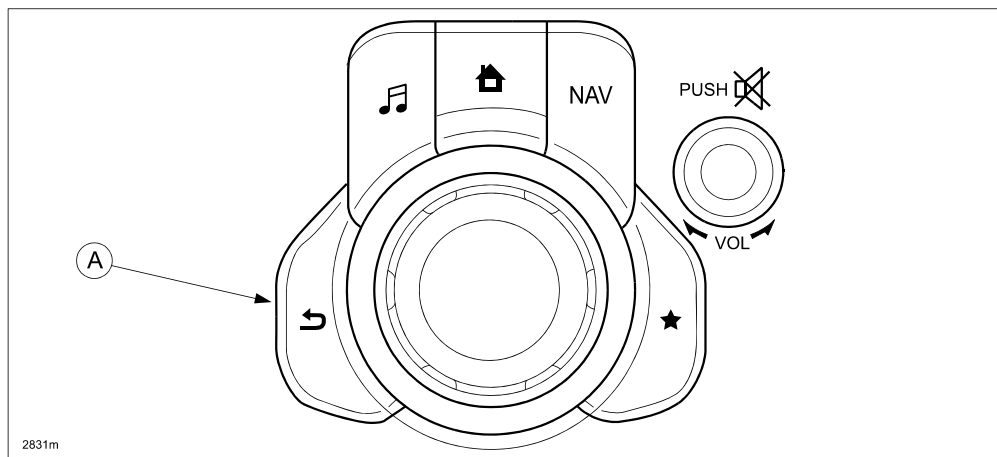
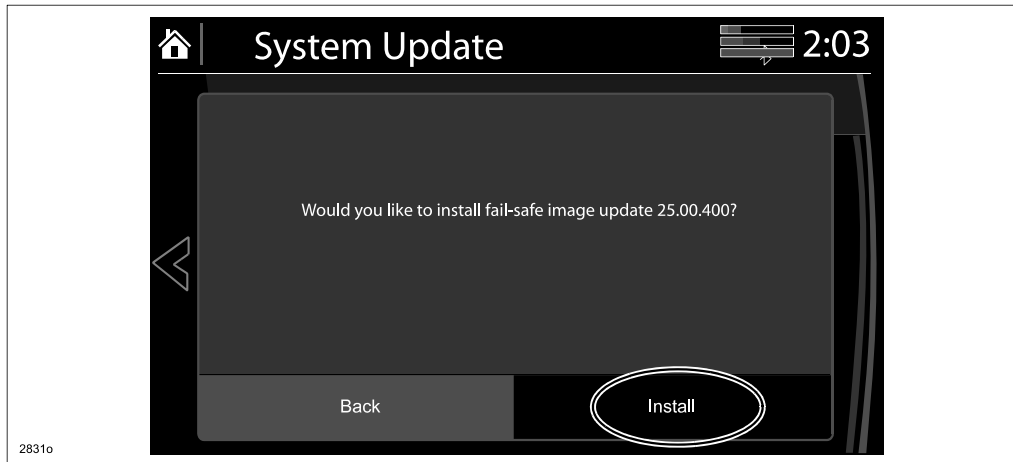(2) Verify that the screen changes back to the screen below.
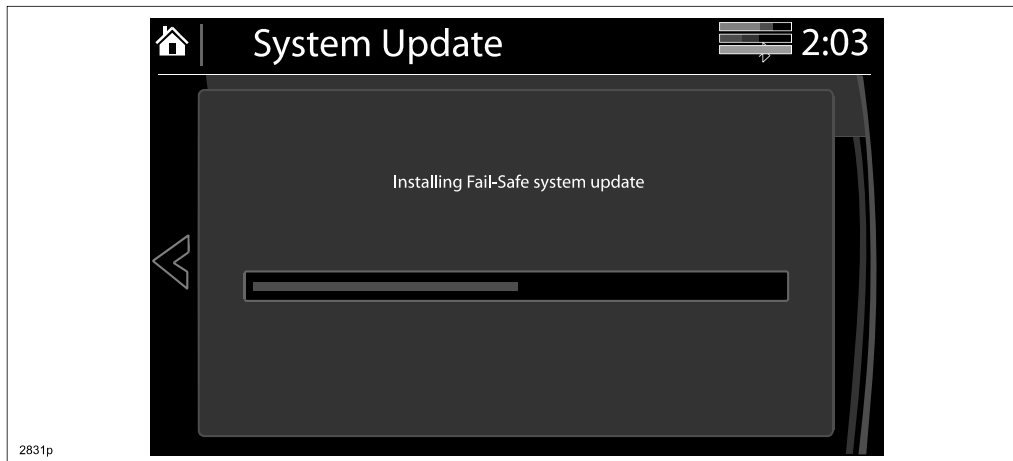

2831n

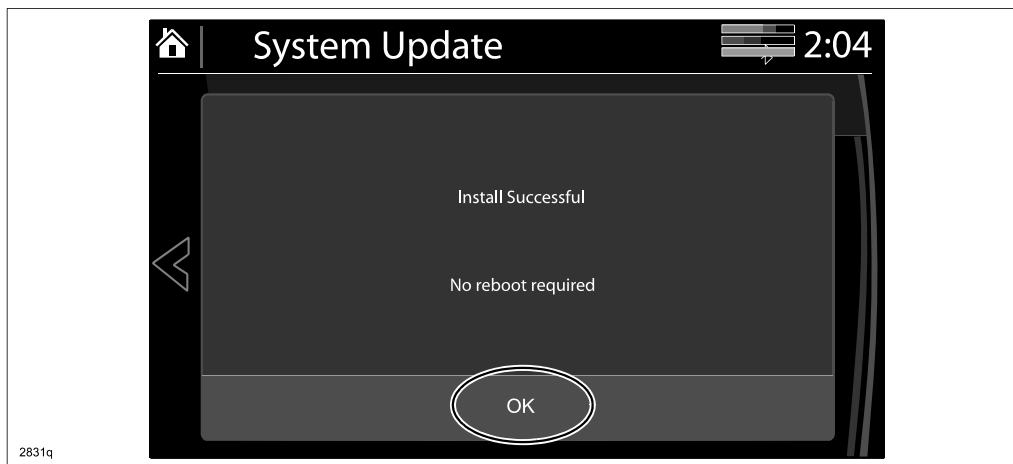15. Select "Fail Safe Package" first using the touch screen.

    CAUTION: Always do the "Fail Safe Package" first, followed by "Reinstallation Package".

16. Select "Install" on the screen below and the Failsafe installation process will start.

17. After the Failsafe installation process is completed, select "OK".

18. **Press and release the clutch pedal (Manual Transaxle) or the brake pedal (Automatic Transaxle) and proceed with the following steps without stopping.**

>   **NOTE:** If the ignition is left in the ACC position it will automatically switch off after 25 minutes. Performing this step resets the timer to ensure the vehicle does not switch off while installing the reinstallation package.

19. Press the three buttons (Music (A) + Favorites (B) + Volume Mute(C)) on the commander switch at the same time for 2-5 seconds to open the Diagnostics Test screen again.
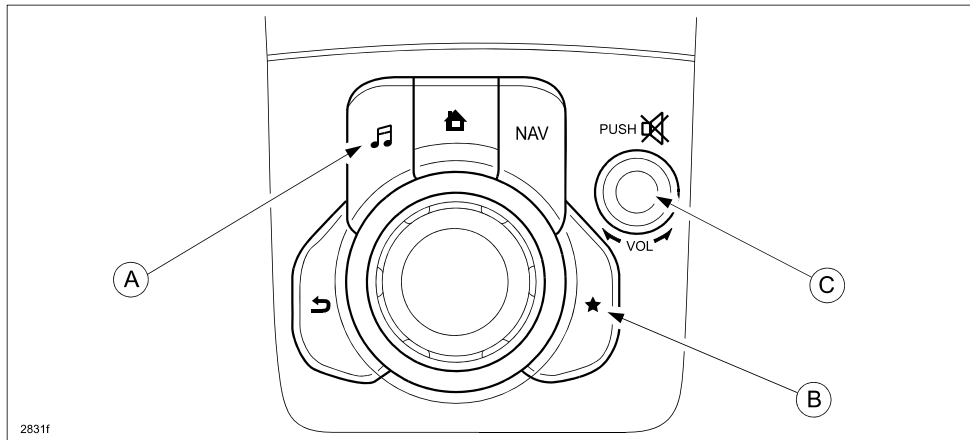
20. Use the touchscreen or the commander switch to input '99' and then select "ENTER" on the Test screen.

21. Select "Search" on the screen below.

Test Screen

1

4

7

0

Search for System Update packages on your USB device?

Cancel   Search

2831s
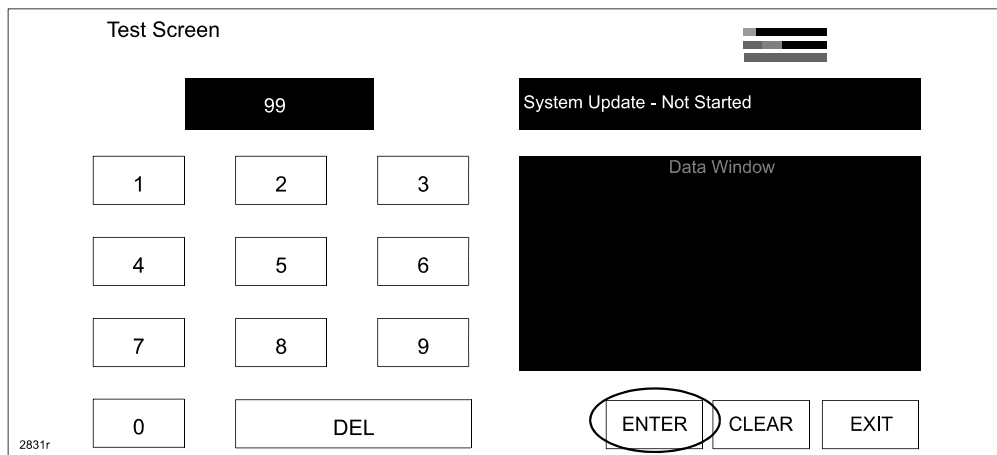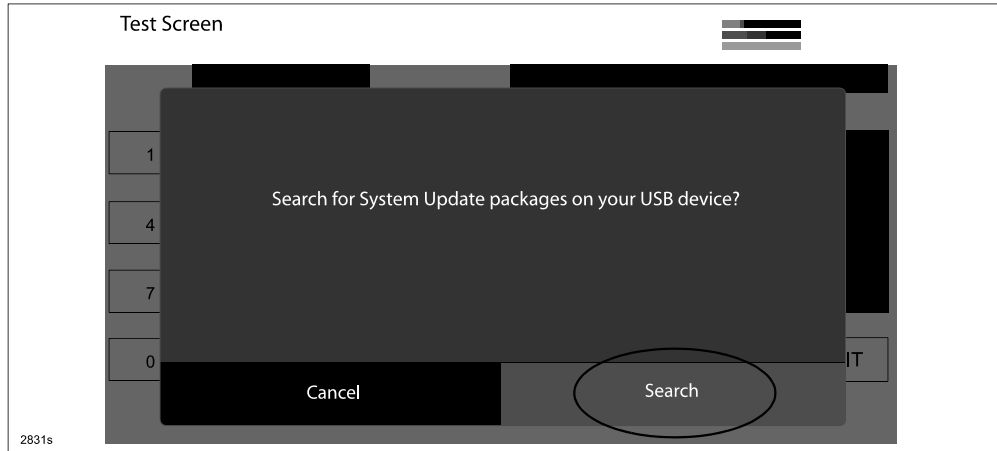
22. Select "Reinstallation Package" on the screen below.

🏠 | **System Update**   ≯ **12:06**
Available Software Update Pkgs.
Current Version   **33.00.500A**
Reinatallation Package   **55.00.650A**
Fail-Safe Package   **55.00.650A**

2831t

23. Select "Install" on the screen below.

🏠 | **System Update**   ≯ **12:06**

The current system 33.00.500A is running.
Would you like to install Software...

System Restart Required

Back   **Install**

2831u
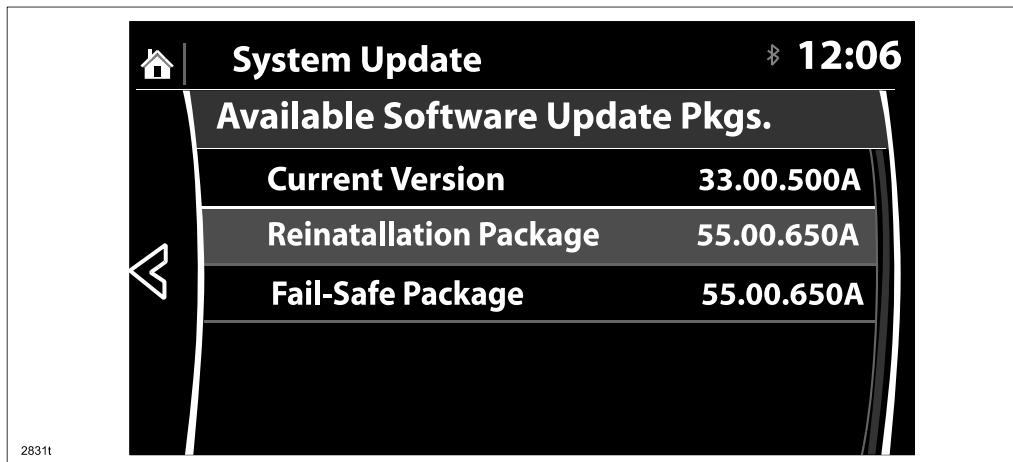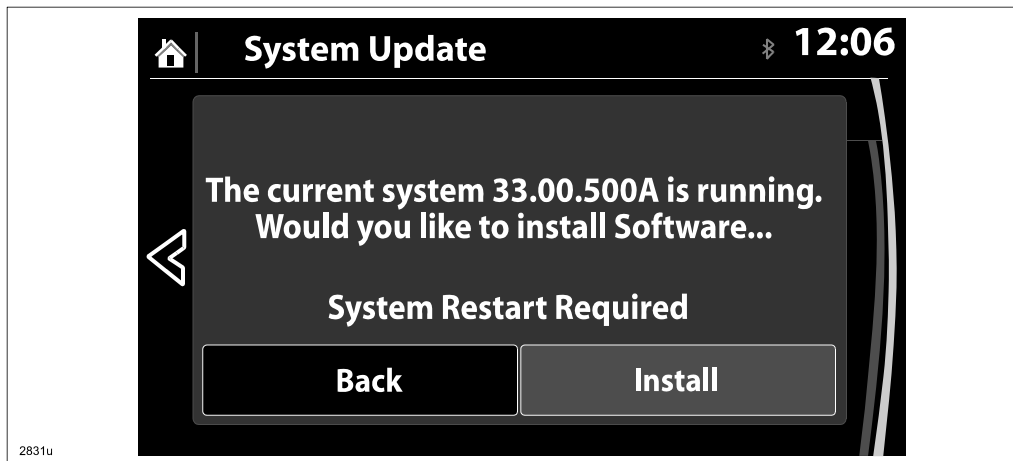
24. The screen below will be displayed.

> **NOTE:** A blank screen is displayed momentarily. It will take approx. 2 minutes before the reflashing process moves to the next screen.

25. Reinstallation will start from 0% and as the reflashing process takes place, the progress bar will gradually increase to 100%.

> **NOTE:** In order to avoid the ACC power being turned off during the reflashing process, press and release the clutch pedal (Manual Transaxle) or the brake pedal (Automatic Transaxle) before 25 minutes if needed.

> **NOTE:** It may be difficult to read the display at times as it becomes dark, but "Do not restart vehicle at this time" is displayed.
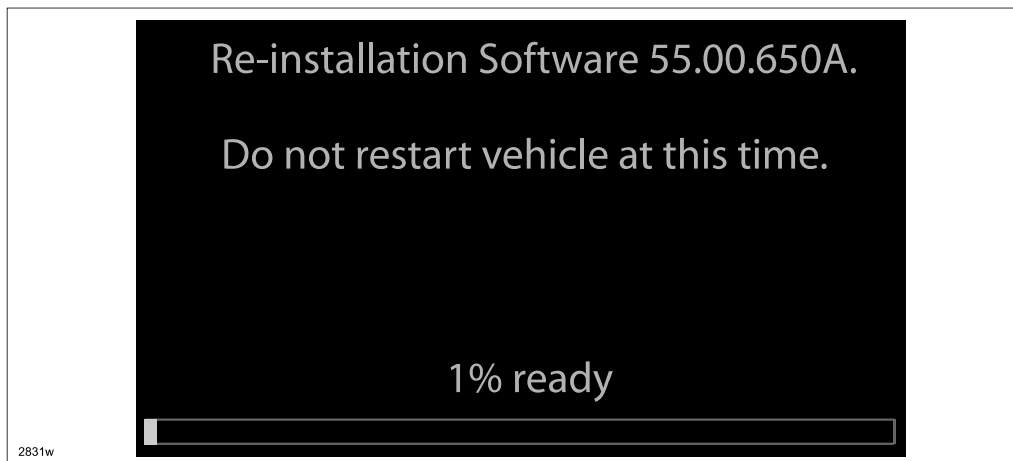
NOTE: It will take some time for the reflashing process to get from 98 % to "100%.

Re-installation Software 55.00.650A.

Do not restart vehicle at this time.

99% ready

Version 55.00.650A Software Install was successful.

Please re-start the vehicle for changes to take effect.

2831x

26. After the update is completed with the above right screen, confirm that the push button start indicator light is illuminated (amber) and the display in the instrument cluster is OFF (ignition is in "ACC"). If the ignition is "OFF" and th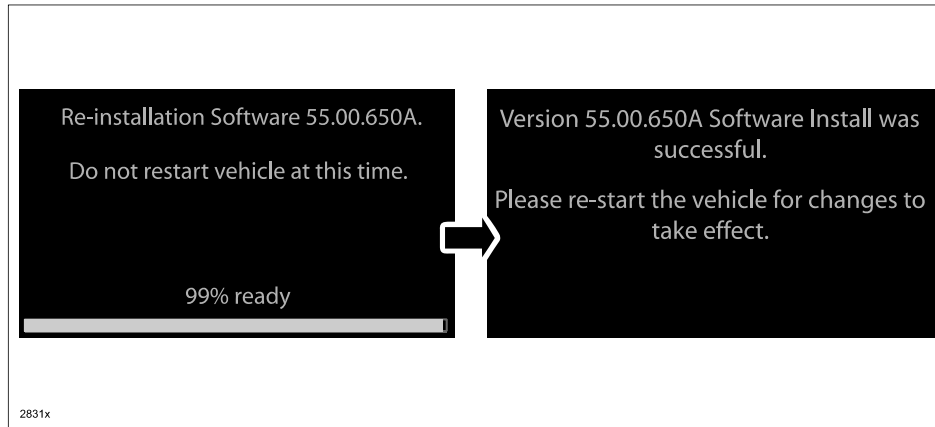e push button start indicator light is not illuminated (amber), turn the ignition to "ACC" and one of the following two screens will be displayed.
Type A: Reprogramming has already been completed. Go to next step.

WARNING!

Distraction may cause accidents. Do not operate while driving. Always concentrate on driving and obey Traffic Regulations. See Owner's Manual.

I Agree

2831y
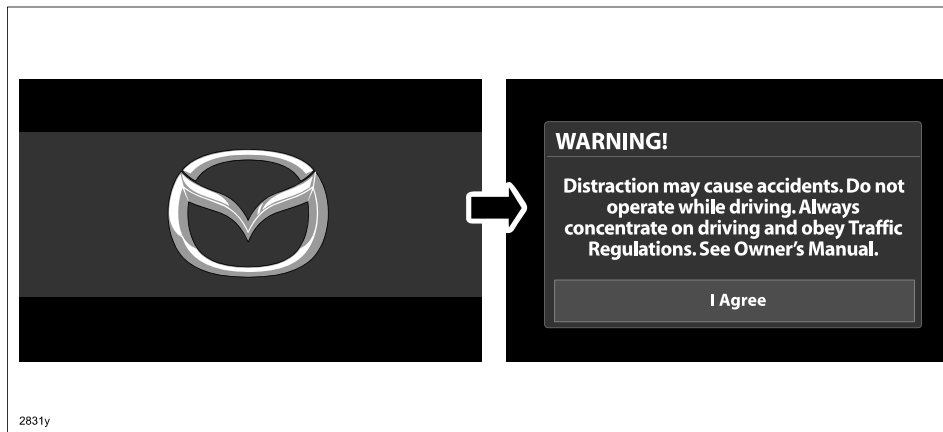
Type B: The ignition was turned "OFF" during the reflashing process. This screen will continue to be displayed until reflashing is completed. After the reflashing is completed, go to next step.

Re-installation Software 55.00.650A.

Do not restart vehicle at this time.

99% ready

2831z

27. Turn the ignition switch OFF, and then turn the ignition to ACC again.

28. Check the software version to make sure it is the same as on the USB memory stick. See MAZDA CON-NECT Software Version Verification Procedure.

29. Turn the ignition switch OFF, then remove the USB memory stick from the USB port.

>   **NOTE:** **Before attempting to re-pair a phone to the system, delete MAZDA from the list of Bluetooth devices on any phone that is paired with the system. If not deleted, the phone will not be able to be paired with the system because the phone will think it is already paired.**

30. Disconnect the battery charger from the vehicle.

31. Insert the SD card into the slot.

32. Set the customer's radio favorites (AM/FM/XM).

33. Give the customer a printout of the Customer Information.

D. CAMPAIGN LABEL INSTALLATION

1. Fill out a blue "Campaign Label" (9999-95-065A-06) with Campaign No: "SSP98", your dealer code, today's date, and affix it to the vehicle's hood or bulkhead as shown in "B. VEHICLE INSPECTION PROCEDURE".

CAMPAIGN LABEL

CAMPAIGN LABEL

CAMPAIGN NO:_____

DEALER CODE:_____

DATE: / /

P/N 9999-95-065A-06

campaign_label

1326b
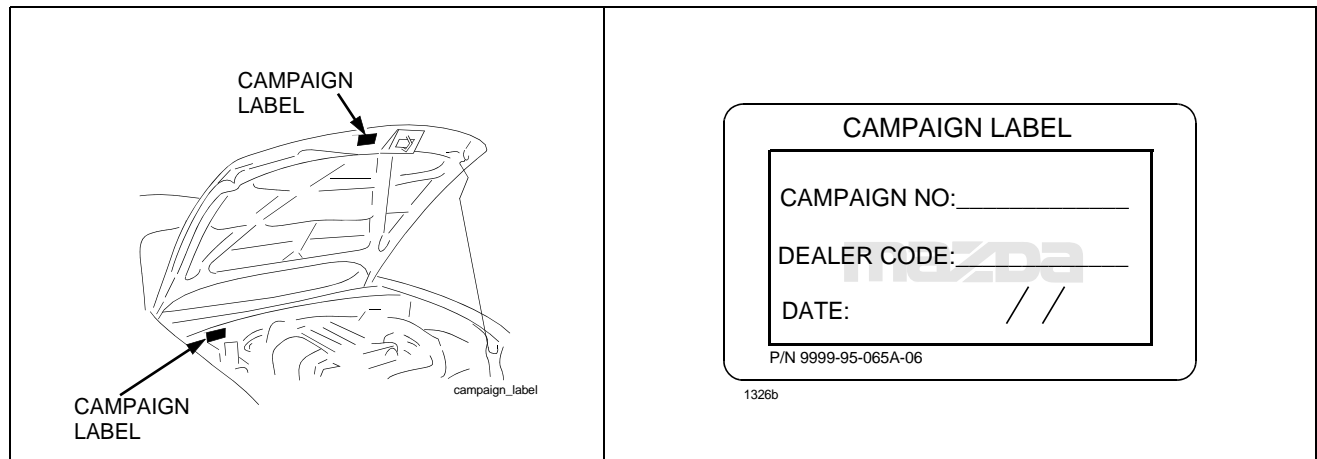
2. Return vehicle to customer.

Postcard notification sent to SSP98 owners:

Visit your local Mazda dealer for the latest MAZDA CONNECT™ Software Update.

Special Service Program (SSP) 98

For information regarding this update visit:
MazdaUSA.com > Owners > Mazda Connect >
Enter Vehicle Model > How To

This software update program is valid until July 1, 2018.
This coverage exceeds the original warranty coverage
provision of your vehicle for this repair. This period
of validity is automatically transferred to subsequent
owners. If you have any questions regarding this program,
please contact the Mazda Customer Experience
Center at (800) 222-5500, option #6

MAZDA CONNECT™ SOFTWARE INFORMATION

In today's connected environment, many technologically advanced products require continuous software or firmware updates. Along with smartphones, tablets, computers, and smart TV's, Mazda vehicles also utilize software and firmware updates to add new capabilities, enhancements, and improvements.

New firmware update is currently only available for some 2014-2015 Mazda3 vehicles with OS versions prior to 55.. Some of the available enhancements in each software version are listed in this document.

Click **here** for helpful Version 55 FAQs to enhance the user's experience with the MAZDA CONNECT™ system. Or go to:
www.MazdaUSA.com →Owners →MAZDACONNECT™/Bluetooth® → select your vehicle → FAQ

Version 55
This firmware update contains all improvements in prior versions and also includes:

- Users with mixed entertainment favorites (FM/AM/XM) can now switch between their favorites in the same order that they're listed on the Mazda Connect display using the steering wheel control buttons.
- Bluetooth audio metadata (artist / song / album name) now refreshes in the background whenever the Mazda Connect display isn't showing the Bluetooth audio screen.
- The speed and performance of HD radio text and images has been improved.
- The loading speed of HD traffic maps has been improved.
- In addition to using the volume controls to adjust the navigation guidance volume levels, navigation guidance volume can now be adjusted at any time using the navigation guidance settings option within the navigation settings menu- even while the vehicle is in motion.
- Increased performance and consistency in phonebook contacts download.
- Faster availability of voice recognition for calling phonebook contacts.
- The system will now inform you if it is too soon to use voice recognition when calling contacts.
- Increased navigation stability and bug fixes.
- Navigation voice recognition improvements (e.g. "airport", "where am i?").
- Enhanced Bluetooth audio sound quality. Audio no longer has audible stutter or skip when changing tracks.
- Reverse back-up camera display speed, performance, and bug fix enhancements.
- Bug fix for erroneous "Does not recognize" USB and/or SD Card messages.
- USB device recognition performance improved and will recognize device is inserted more accurately.
- Steering wheel volume control speed and performance enhancements.
- Pandora, Aha, Stitcher performance and bug fix enhancements.
- iPod/iPhone USB media cataloging speed and performance enhancements.

Version 33

This firmware update contains all improvements in Version 31 and prior and also includes:
- Restores audible notification when the speed limit is exceeded on the navigation map screen.
- The vehicle icon on the navigation map performance and accuracy improved.
- Navigation display graphic improvements and bug fixes.
- Album art is now displayed when an iPhone or iPod is connected via USB.

Version 31

This firmware update contains all improvements in Version 30 and prior and also includes:
- Clock display performance improvements while acquiring GPS reception.
- USB device performance and stability increased.
- Navigation guidance prompts can now be fully muted by turning the volume knob to zero while the guidance prompt is playing or in navigation guidance settings.

Version 30

This firmware update contains all improvements in Version 29 and prior and also includes:
- System memory for settings, favorites, paired devices, and history improved to ensure retention.
- Improved voice recognition performance for calling functions in French.

Version 29

This firmware update contains all improvements in Version 28 and also includes:
- Navigation route guidance improvements and bug fixes when paired to iPhone 4s.
- Added support for voice recognition when importing contacts with special characters (e.g., $, #, etc.) in the name (e.g., "#MOM" or "$AM").
- Music volume bar is no longer displayed when the navigation system is providing guidance.
- MUTE control button now completely eliminates any audible sounds.

Version 28

This firmware update contains the following improvements:
- Improved graphics and design on Radio screen.
- Bug fixes and improved performance and operation of commander.
- Bug fixes and performance improvements when navigating to an address by selecting an address within a phonebook contact.

Mazda is continuously working to make further improvements to the MAZDA CONNECT™ system software, and may issue further software updates to improve system operation and performance.

NOTE: Map updates are separate to system updates. Click here for map updates.

Mazda Connect System FAQs (Version 55)

Below are some helpful FAQs for version 55 to help enhance your Mazda Connect system user experience.

PANDORA, STITCHER, AND AHA

Why am I getting a device error message on the Mazda Connect display when I try to use Pandora/Aha/Stitcher?

Since the Pandora/Aha/Stitcher Mazda Connect source relies on content from your smartphone, a delayed response from your device will prevent the source from properly playing on the Mazda Connect system. Ensure that the Pandora/Aha/Stitcher app on your smartphone device is running and select the Pandora/Aha/Stitcher source from the Mazda Connect display again.

Why won't the Pandora/Aha/Stitcher source play when selected?

Since the Pandora/Aha/Stitcher Mazda Connect source relies on content from your smartphone, a delayed response from your device will prevent the source from properly playing on the Mazda Connect system. Ensure that the Pandora/Aha/Stitcher app on your smartphone device is running and select the Pandora/Aha/Stitcher source from the Mazda Connect display again.

I have the Aha app on my smartphone, but why can't I utilize the Aha source from the Mazda Connect system?

Due to the variety of Android smartphone devices available in the marketplace today, it is not possible to guarantee compatibility with every device or operating system; please confirm that your device is compatible here (http://mazdausa.com/bluetooth) . If your device is listed as compatible, try opening/exiting the app on the smartphone device and then selecting Aha from the Mazda Connect display.

I was listening to Bluetooth Audio/Pandora/Aha/Stitcher the last time I was in the vehicle, but after starting the car, the Mazda Connect source switched to FM. Why didn't it resume the Bluetooth Audio/Pandora/Aha/Stitcher source that I was listening to when the engine was turned off?

When the vehicle is started, the Mazda Connect system has to re-establish Bluetooth connectivity with your device, first as a Handsfree device, then as a Bluetooth Audio device. Due to this start up process, a delayed response from your device will prevent the Bluetooth Audio/Pandora/Aha/Stitcher Mazda Connect source from resuming playback, which will result in the Mazda Connect source defaulting to FM.

Even though I switched the Mazda Connect source to Pandora/Aha/Stitcher, it doesn't always load until I allow the application on my phone first. Why is this?

Depending on the smartphone device used with the Mazda Connect system, and whether or not the application was already running on the device, it may be necessary to press Allow on the smartphone in order to utilize Pandora/Aha/Stitcher from the Mazda Connect display.

BLUETOOTH

I am using a 3rd party navigation app on my smartphone and whenever the app provides navigation prompts, the Mazda Connect shows that I'm receiving an incoming call, why is this happening?

This issue is common with iPhone as the navigation prompts are being sent to the Mazda Connect system as a Bluetooth Hands free call whenever you are listening to the FM, AM, SiriusXM, or CD source. As the issue is phone-related, there is no known fix for this issue at this time. If you wish to avoid the incoming phone call prompts while using your navigation app, we recommend selecting the Bluetooth Audio, USB 1/2 Apple Device, Pandora, Aha, or Stitcher source.

What's the maximum number of devices I can pair via Bluetooth?

A total of seven devices can be paired to the Mazda Connect System, however only two different devices can be connected to (and controlled by) the Mazda Connect system at one time. One device can be paired for Handsfree use, and another device can be paired for Bluetooth Audio.

VOICE RECOGNITION

Sometimes the system doesn't recognize my voice commands, what should I do?

The system only responds to specific voice commands. Please click here or refer to Mazdausa.com -> 'Owners' -> 'MAZDA CONNECT / Bluetooth' -> Select Your Vehicle -> 'How to' -> 'Voice Recognition' for more information about voice commands.

Why can't I use voice commands to call someone for the first few minutes after I've started my vehicle?

When the vehicle is started, the Mazda Connect system has to re-establish a connection with your Bluetooth device before it can begin to load and catalog the pronunciation for your contacts. Depending on the number of contacts on your Bluetooth device, this may take a few moments. If you attempt to use voice commands to call a contact while the system is loading and cataloguing the pronunciation, the system will ask you to wait and try again. Additionally, there are two ways to import contacts, "Manual"- which only loads your contacts when you tell the system to do so, and "Automatic"- which loads the contacts every time the vehicle is started and a Bluetooth connection is established.

> 【How to set 'Automatic sync of contacts'】
> 1. Select 'Communications' from the home screen
> 2. Select 'settings'
> 3. 'Automatic sync of contacts' is set to 'On' by default, so, turn it off set it to 'Off'.
> *For Android users, when setting 'On' ensure the 'Don't ask me again' checkbox is marked.

Note: If you have additional questions and need further assistance, please call 800-430-0153.

PHONE

How many contacts can I import from my phone connected via Bluetooth？？
You can import up to 1,000 contacts.

SYSTEM

The Mazda Connect system froze. What should I do?

During processesor-intensive activities such as Mazda Connect system boot up or when performing multiple tasks at once, there may be a momentary delay in system response. If the system does not respond to your inputs and remains frozen; when it is safe to do so, park the vehicle, turn the ignition off, and then turn it back on to re-start the Mazda Connect system. If the problem persists, please bring your vehicle to your nearest Mazda dealer.

USB

Why won't the USB ports charge my device?

The Mazda Connect USB ports provide 1 amp of current to charge your devices, which should sufficiently charge most smartphone devices. However, if the smartphone device is running multiple applications, such as navigation apps, streaming music apps, while playing music via Bluetooth audio, the device may consume more power than the USB port can provide. Larger devices such as phablets or tablets may also consume power at a faster rate than the USB ports provide. If your device will not charge with the 1A provided by the USB ports, it may be necessary to close/exit applications on the device or use a 12-volt powered USB charger accessory.

Why can't I listen to music from my Android device when it's connected via USB cable?

The Mazda Connect system does not support playback/control of streaming music via USB, so if there is no music stored locally on your Android device, the Mazda Connect system will not recognize any compatible files for playback. Also, depending on how the music stored on your device is managed (via default music player, via 3rd party music player app, etc.) it may be necessary to press Play on the device when the USB source is selected from the Mazda Connect system.

NAVIGATION

When I start my vehicle and display the Navigation map screen, why isn't my location shown accurate?

When the vehicle is started, the Mazda Connect system has to re-establish connections with peripheral devices (Bluetooth, USB, etc.) and load the navigation content. If the available GPS signal quality is poor when the vehicle is started, the Mazda Connect navigation system may not be able to recognize your current location until it acquires better/more GPS signals.

Note: If you have additional questions and need further assistance, please call 800-430-0153.

When I start my vehicle and begin driving while the Navigation map screen is displayed, why doesn't the screen show my proper location?

When the vehicle is started, the Mazda Connect system has to re-establish connections with peripheral devices (Bluetooth, USB, etc.) and load the navigation content. If this was the first time the navigation was used for the day, the system may not be able to locate its current location until it acquires sufficient GPS signals. During this time, the map may not show the proper location, or the cursor may show you travelling down an incorrect road.

Note: If you have additional questions and need further assistance, please call 800-430-0153.