

Subject: MAZDA CONNECT CLOCK DISPLAYS TIME OF INCORRECT TIME ZONE WHEN GPS SYNC IS ON	Bulletin No: 09-001/15
	Last Issued: 02/27/2015

BULLETIN NOTE

- This bulletin supersedes the previous bulletin 09-001/15 issued on 01/08/15 and 09-046/14 issued on 10/29/14. The APPLICABLE MODEL(S)/VINS has been revised.
- Changes are noted below beside the change bar in Red.

APPLICABLE MODEL(S)/VINS

2014-15 Mazda3 vehicles (with MAZDA CONNECT) with VINs lower than JM1BM*****245056 (produced before November 18, 2014)

2014-15 Mazda3 vehicles (with MAZDA CONNECT) with VINs lower than 3MZBM*****189605 (produced before January 27, 2015)

DESCRIPTION

Some customers may complain about the MAZDA CONNECT clock (in the center display) changing on its own and displaying the time of the next time zone (one hour shifted from the actual). This occurs when the GPS Sync is set ON in the clock settings and the vehicle is used where two different time zones exist.

This concern is caused by a writing error of the time zones in the SD card software (map data). The SD card software has been updated to eliminate this concern.

Customers having this concern should have their vehicle repaired using the following repair procedure.

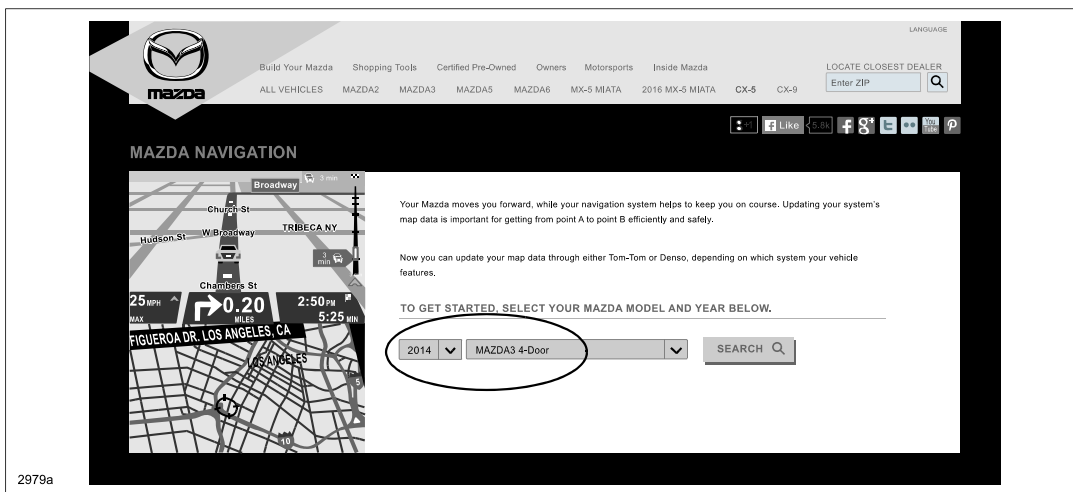
REPAIR PROCEDURE

1. Verify customer concern.
2. Verify the software version of CMU.
 - If the software version of CMU is 33.00.500 or later, go to the next step.
 - If the software version of CMU is earlier than 33.00.500, update the CMU software to the latest one, then go to the next step.
3. Update the SD card software. Advise the customer to update the SD card through Mazda Toolbox. If the customer cannot update the SD card software, update it at the dealer. The latest software (map data) for the SD card is available at <http://www.mazdausa.com/MusaWeb/mazdaNavigation.action>.

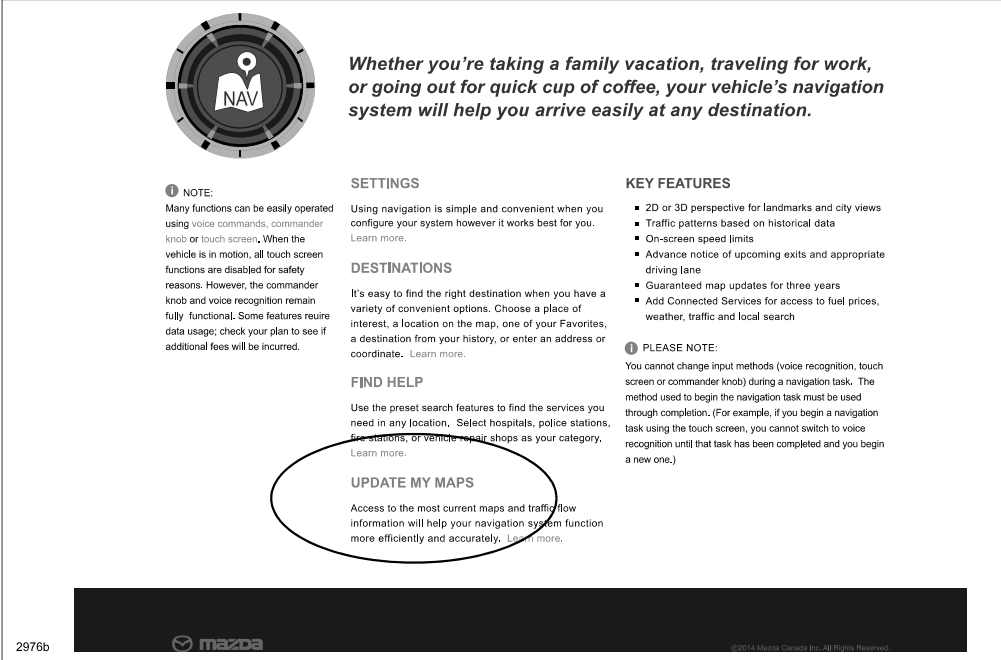
NOTE:

- Use MazdaUSA.com to view and download available updates and content, including complimentary map updates for three years, starting when the vehicle has traveled 100km (63 miles) with the SD card inserted.
- The size of the map file is over 4 gigabytes and the map update process may take several hours to complete, depending on the speed of your Internet connection.
- Once you begin this process, **DO NOT** exit MazdaUSA or remove the SD card until the update is complete. Doing so may corrupt the SD card and require installation of the backup.
- When a new SD card that has never been inserted into a vehicle is used, the new SD card needs to first recognize the vehicle using the following procedure. Otherwise a map update will not be possible.
 1. With no SD card inserted, turn the ignition ON, and confirm that a GPS signal is being received. If the compass screen is displayed, the GPS signal is being received.
NOTE: If GPS signal is not being received, move the vehicle to a place where the GPS signal can be received.
 2. Turn the ignition OFF.
 3. Insert the new SD card into the vehicle, turn the ignition ON, and select navigation. Confirm that the map screen with the vehicle position on it is displayed continuously for more than 2 minutes.
 4. Turn the ignition OFF and remove the SD card.

a. Select the year and model.



b. Select "UPDATE MY MAPS."



The image shows a screenshot of a vehicle's navigation system interface. At the top left is a circular icon with a map and the word "NAV". To its right is a headline: "Whether you're taking a family vacation, traveling for work, or going out for quick cup of coffee, your vehicle's navigation system will help you arrive easily at any destination." Below this are several sections: "NOTE" (explaining voice and touch screen usage), "SETTINGS" (describing navigation configuration), "DESTINATIONS" (explaining how to find destinations), "FIND HELP" (describing search features), and "UPDATE MY MAPS" (highlighted with a hand-drawn circle, describing map updates). A "KEY FEATURES" list includes 2D/3D perspectives, traffic patterns, speed limits, and map updates. A "PLEASE NOTE" section explains that input methods cannot be changed during a navigation task. At the bottom, there is a Mazda logo and a copyright notice for 2014 Mazda Canada Inc.

NOTE:
Many functions can be easily operated using voice commands, commander knob or touch screen. When the vehicle is in motion, all touch screen functions are disabled for safety reasons. However, the commander knob and voice recognition remain fully functional. Some features require data usage; check your plan to see if additional fees will be incurred.

SETTINGS
Using navigation is simple and convenient when you configure your system however it works best for you. [Learn more.](#)

DESTINATIONS
It's easy to find the right destination when you have a variety of convenient options. Choose a place of interest, a location on the map, one of your Favorites, a destination from your history, or enter an address or coordinate. [Learn more.](#)


FIND HELP
Use the preset search features to find the services you need in any location. Select hospitals, police stations, fire stations, or vehicle repair shops as your category. [Learn more.](#)

UPDATE MY MAPS
Access to the most current maps and traffic flow information will help your navigation system function more efficiently and accurately. [Learn more.](#)

KEY FEATURES

- 2D or 3D perspective for landmarks and city views
- Traffic patterns based on historical data
- On-screen speed limits
- Advance notice of upcoming exits and appropriate driving lane
- Guaranteed map updates for three years
- Add Connected Services for access to fuel prices, weather, traffic and local search

PLEASE NOTE:
You cannot change input methods (voice recognition, touch screen or commander knob) during a navigation task. The method used to begin the navigation task must be used through completion. (For example, if you begin a navigation task using the touch screen, you cannot switch to voice recognition until that task has been completed and you begin a new one.)

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4. 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.
- Additional diagnostic time cannot be claimed for this repair.

For SD Card updated by customer:

	CMU Software Version Check	CMU Software Version Check and Update
Warranty Type	A	A
Symptom Code	61	61
Damage Code	9W	9W
Part Number Main Cause	5555 RP CMU	5555 RP CMU
Quantity	0	0
Operation Number / Labor Hours:	XXKASARX / 0.2 Hrs.	XX335AFX / 0.3 Hrs.

For SD Card updated at dealer:

	CMU Software Version Check and SD Card Update	CMU Software Version Check and Update and SD Card Update
Warranty Type	A	A
Symptom Code	61	61
Damage Code	9W	9W
Part Number Main Cause	5555 RP CMU	5555 RP CMU
Quantity	0	0
Operation Number / Labor Hours:	XXKASBRX / 0.4 Hrs.	XX335BFX / 0.6 Hrs.