Service Alert No: 001324

Title: MAZDA CONNECT SOFTWARE VERSION 59.00.441 AVAILABLE - IMPORTANT UPDATE

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Mazda Connect software version 59.00.441 is now available on MS3. Use this version for all MAZDA CONNECT updates at PDI or for customer concerns, including OPEN SSP98 vehicles. If SSP98 is CLOSED, use TSB 09-024/16 to repair the vehicles. For 2016 CX-9 and 2017 Mazda3, Mazda6, CX-3 and MX-5, use the Labor Op Code in the TSB to update these vehicles with a customer concern until an updated TSB is published.

Click on "IDS/Infotainment", then "Mazda Connect Updates" to download it. Update your USB drives according to the instructions in TSB 09-024/16.

Also make sure to select "All Files" for "Save as type:". If left as "Compressed (zipped) Folder," the file will be saved as a ".zip" no matter what you use as an extension.

DO NOT shut off the ignition or let it shut off at any time during the entire MAZDA CONNECT update process (both Failsafe and Reinstall), otherwise the CMU may be damaged and need to be replaced.
IMPORTANT:

- **The ignition must be in ACC and not ON. If the ignition is ON, DTCs may be set.**
- **The ignition must be in ACC for the entire update process, both Failsafe and Reinstall.**
- **If the ignition is left in the ACC position it will automatically switch off after 25 minutes. Pressing and releasing the clutch pedal (M/T) or the brake pedal (A/T) before 25 minutes resets the timer to ensure the vehicle ignition does not switch off during the update process. Please set a timer for 15 minutes as a reminder if the vehicle is to be left unattended during the update process.**
- **Always use the GR8 Battery Charger in Power Supply mode when updating MAZDA CONNECT.**

ATTN: TECHNICIANS - Be sure to document the software version installed on the repair order and inform your Warranty Administrator to provide the information in the repair text of the warranty claim.

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.