

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: MAZDA CONNECT SOFTWARE VERSION 59.00.502 AVAILABLE	Service Alert No.: SA-046/17
	Last Issued: 05/16/2017

DESCRIPTION

MAZDA CONNECT SOFTWARE VERSION 59.00.502 AVAILABLE

An update to the MAZDA CONNECT system is now available for download from the Mazda Global Service Support (MGSS) system. The new version number is 59.00.502. Please refer to TSB 09-017/17 for a list of improvements to the system.

Mazda Requests the MAZDA CONNECT system be updated on all new vehicle inventory and CPO vehicles ASAP. For CPO inventory vehicles out of warranty, for this software release only, you may use Dealer Self Authorization or DSM goodwill.

Click on "Infotainment", then "MAZDA CONNECT Updates" to download it and update your USB drives.

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. DO NOT turn off ignition between Failsafe and Reinstall updates.
- The update progress bar will pause for several minutes at the 12% and 91% point, please wait, do not restart the vehicle or remove the USB. The total update will take about 30 minutes.
- 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.
- If the vehicle turns off or you accidentally turn off the vehicle, the update should restart when you turn the ignition back ON. If you do not see any progress after 1-2 minutes, check if the USB drive you are using has a LED indicator.
 - If the LED indicator is not flashing, remove the USB and reinsert it.
 - If the LED indicator is flashing, leave the USB inserted; the update should restart shortly.
- Always use the GR8 Battery Charger in Power Supply mode when updating MAZDA CONNECT.

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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 MGSS.

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