



February 14, 2017

Attention: Mazda Dealership Sales and Service Managers

Subject: **Owner Notification Program ONP07 Mazda Mobile Start(MMS) System**

Affected vehicles, with the installed Mazda Mobile Start system could have the potential for unauthorized access through connected Android© devices running older OS software. Owners are advised to update all of their Android devices to 6.0 Marshmallow or higher OS software, which has an update to prevent this unauthorized access. If Mazda Mobile Start is accessed through an Apple device no action is required.

***Action Required:***

**No action is required for dealers this is for your reference only.** A copy of the owner notification is pasted below for your reference and will be sent via e-mail to affected owners on February 14, 2017.

**Owner Letter:**

Thank you for being a Mazda customer. You made a smart decision to buy your new Mazda because it offered a unique blend of style, driving fun and safety, which is why you also chose the Mazda Mobile Start accessory. In our continuing efforts to improve your security, we want to inform you of the following concern.

While we have had no reports of this occurring, we have learned of the potential for unauthorized access to both the Mazda Mobile Start system and other applications or information through connected Android® devices running older OS software. We are asking you to take this preventative action as a precaution.

If you access your Mazda Mobile Start through an Android device or multiple Android family devices, please immediately update all your devices to 6.0 Marshmallow or higher OS software, which has an update to prevent this unauthorized access. Information on how to check and update your Android device may be found at <https://support.google.com/nexus/answer/4457705?hl=en>

If you access your Mazda Mobile Start through an Apple device, existing security measures in the current iOS mean no action or additional updates is needed for any Apple devices.

**You do not need to visit a Mazda dealer for this concern, and there is no charge to you to apply these software updates to your Android device.**

For additional information or any questions you may have, please refer to the FAQs which can be found here. <http://mazda.custhelp.com/>

If you cannot update your device, please contact your cellular service provider or Android. We are concerned about your security, and encourage you to take these important update steps immediately.

If you prefer to speak directly to one of our Customer Experience Contact Center Representatives, you may reach us at 1-800-222-5500, option 6. We are available Monday-Friday from 5:00am-6:00pm PST, and Saturday from 7:00am-3:00pm PST.

Because Driving Matters, Security Matters. Your Security is Important to Mazda.

Sincerely,

Robert T. Davis

Senior Vice President

Mazda North American Operations

We apologize for any inconvenience this may cause your dealership and your customers. Your understanding and support are greatly appreciated.

Sincerely,

Akira Ikemoto  
Director, Technical Services Division  
Mazda North American Operations

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