

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



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|---|--------------------------------|
| <b>Subject:</b><br><br>09-017/17 AUDIO, NAVIGATION AND PHONE CONCERNS WITH<br>MAZDA CONNECT INFOTAINMENT SYSTEM | <b>Bulletin No.:</b> 09-017/17 |
|   | <b>Last Issued:</b> 05/16/2017 |

## BULLETIN NOTES

All Mazda Connect vehicles in new car inventory must be updated to this software version listed below in this TSB as part of the New Car Ready Step 3 process. Make sure the new vehicle specialist receives a copy of this bulletin.

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted below in Red.

| Previously Issued TSBs: | Date(s) Issued  |
|-------------------------|---|
| 09-024/16               | 11/16/16, 07/05/16, 05/03/16 and 04/19/16                               |
| 09-022/15               | 08/10/15, 06/02/15, 06/10/15 and 07/01/15                               |
| 09-006/14               | 01/24/14, 03/25/14, 03/28/14, 04/23/14, 05/01/14, 06/05/14 and 09/16/14 |
| 09-034/13 (MSP41)       | 12/4/13   |

## APPLICABLE MODEL(S)/VINS

2014-2017 Mazda3

2016-2017 Mazda6

2016-2017 CX-3

2016-2017 CX-5

2016-2017 MX-5

2016-2017 CX-9

## DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 59.00.502or later).

**NOTE:** For CX-9 with version earlier than 59.00.441, the tachometer function has been removed from the Active Driving Display as part of Mazda's continuing efforts to improve safety and reduce driver distraction. Please explain this to the customer before updating the software.

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

**NOTE:** The system performance has been improved as follows:

- System stability and response of the CMU.
  - Minimize unexpected reboots and blank or frozen screens.
  - Faster start up.
  - Faster operational response.
- Connectivity and stability for BT devices.
  - Improved stability of connection.
  - Reduced connection error with internet radio applications.
- Stability for USB audio device.
  - Faster response when hundreds of songs are being read out of USB audio devices.
- Connection stability and functionality with iPhone.
  - Device name can be displayed not only via BT connection but also via USB connection.
  - Improved stability when iPhone is connected via both BT and USB.

(From 59.00.441)

- With ignition ON, "SCBS Unavailable" or "LDWS Unavailable" message may be displayed due to false error detection by CMU, but the systems actually do work. No DTC is stored in memory and no message appears in the multi-information display. (2014-2015 Mazda3 equipped with SCBS, LDWS and CMU ver. 59.00.441/443/445)

(From 59.00.330)

- DTC U0100:00 [CONNECTIVITY MASTER UNIT] (communication error with PCM) is stored in memory.
- Warning guidances are displayed both for LDWS and HBC (CX-3 with LDWS and without HBC only).
- Improper OFF selection in the Setting Interval menu under Oil Change (CX-9 only).
- Resetting with "Fixed" data will not reset "Flexible" data. (CX-9 only).

(From 55.00.760)

- Navigation or other screens freeze or reboot.
- Issues with Pandora Radio.
- USB device fails to start playing, resume or display music information. BT audio device fails when starting to play, resume or connect.
- Paired BT device will not connect. Removing the paired BT device from the vehicle (but not the vehicle from the phone) results in an endless "Deleting" message.

(From previous)

- Some street names in Canada are not displayed.
- Navigation does not allow to set certain cities as destination.
- Navigation does not announce voice guidance for street names.
- Navigation turns to a black screen remaining the task bar.

- Turn -by-turn navigation guidance does not display on on the active driving display (for vehicles with 55.00.750).
- Every time the navigation is turned on, the vehicle position starts from the location (dealer) where the CMU was updated from version 55.00.650 to 55.00.750.
- Navigation or other screen turn black, freeze or reboot.
- System does not recognize USB/SD card.
- Some menu of music source selection is grayed out.
- When using the call button on the cell phone to make a call, the call sound is short.
- Favorites disappear.
- Vehicle current position is not accurate enough.
- Rear view monitor does not show up on screen.
- Text information of HD radio is not displayed when switching music source.
- When asking for current location with voice command "Where am I?", the system responds with "Your location is comma."
- Contact information cannot be loaded correctly from phones other than iPhone.

**NOTE:** 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 under IDS/Infotainment.

Customers having any of these concern should have their vehicle repaired using the following repair procedure.

## REPAIR PROCEDURE

1. Verify customer concern.
2. Update MAZDA CONNECT with software version **59.00.502** or later using the instructions on MGSS.

**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.

3. Verify repair.

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## WARRANTY INFORMATION

### NOTE:

- If SSP98 is OPEN, submit the claim using SSP98 warranty information.
- If SSP98 is CLOSED, submit the claim using this TSB warranty information.
- If vehicle is NOT SUBJECT to SSP98, submit the claim using this TSB warranty information.
- 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 term.
- Additional diagnostic time cannot be claimed for this repair.
- This TSB can be performed by D329 Mazda Certified Lube Technicians.
- For Mazda3, check the SSP98 status first.

|  |                     |
|--|---------------------|
| Warranty Type  | A                   |
| Symptom Code   | 61                  |
| Damage Code  | 9W                  |
| Part Number Main Cause   | 5555-RP-CMU         |
| Quantity   | 0                   |
| Operation Number / Labor Hours:                                | XX595XFX / 0.3 Hrs. |
| TSB can be performed by D329 Mazda Certified Lube Technicians: | Yes                 |

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