

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: VOICE RECOGNITION SYSTEM DOES NOT RECOGNIZE "ADDRESS" OR "NEW DESTINATION" NAVIGATION VOICE COMMANDS	Bulletin No.: 09-003/18
	Last Issued: 03/05/2018

BULLETIN NOTES

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

Previously issued TSBs:	Date issued:
09-003/18	01/16/2018 and 01/10/2018

APPLICABLE MODEL(S)/VINS

- 2018 Mazda3 (Japan built) vehicles equipped with navigation and built between September 11, 2017 through December 5, 2017
- 2018 Mazda3 (Mexico built) vehicles equipped with navigation and built between March 31, 2017 through January 3, 2018
- 2017 Mazda6 equipped with navigation and built between September 11, 2017 through December 5, 2017
- 2018 CX-3 equipped with navigation and built between September 11, 2017 through December 5, 2017
- 2017-2018 CX-5 equipped with navigation and built between September 11, 2017 through December 5, 2017
- 2018 CX-9 equipped with navigation and built between September 11, 2017 through December 5, 2017
- 2018 MX-5 equipped with navigation and built between September 11, 2017 through December 5, 2017

APPLICABLE SERVICE PARTS (SD card purchased by the customer)

- 2017-2018 Mazda3 (Japan built) vehicles with SD card purchased after June 27, 2016
- 2018 Mazda3 (Mexico built) vehicles with SD card purchased after September 22, 2016
- 2017 Mazda6 with SD card purchased after June 13, 2016
- 2016-2018 CX-3 with SD card purchased after March 09, 2015
- 2017-2018 CX-5 with SD card purchased after December 27, 2016
- 2016-2018 CX-9 SD card purchased after February 11, 2016
- 2016-2018 MX-5 SD card purchased after April 20, 2015

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DESCRIPTION

Some customers may complain that the Voice Recognition system does not recognize "Address" or "New Destination" navigation voice commands. This may be caused by faulty navigation SD card software. The SD card has been updated to eliminate this concern.



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

REPAIR PROCEDURE

CAUTION: NEVER swap the navigation system SD card from one vehicle to another for testing. If swapped, the SD card that is installed into the other vehicle may be "locked" to the VIN of that vehicle.

1. Verify customer concern.
2. Remove the Navigation SD Card and check the part number.



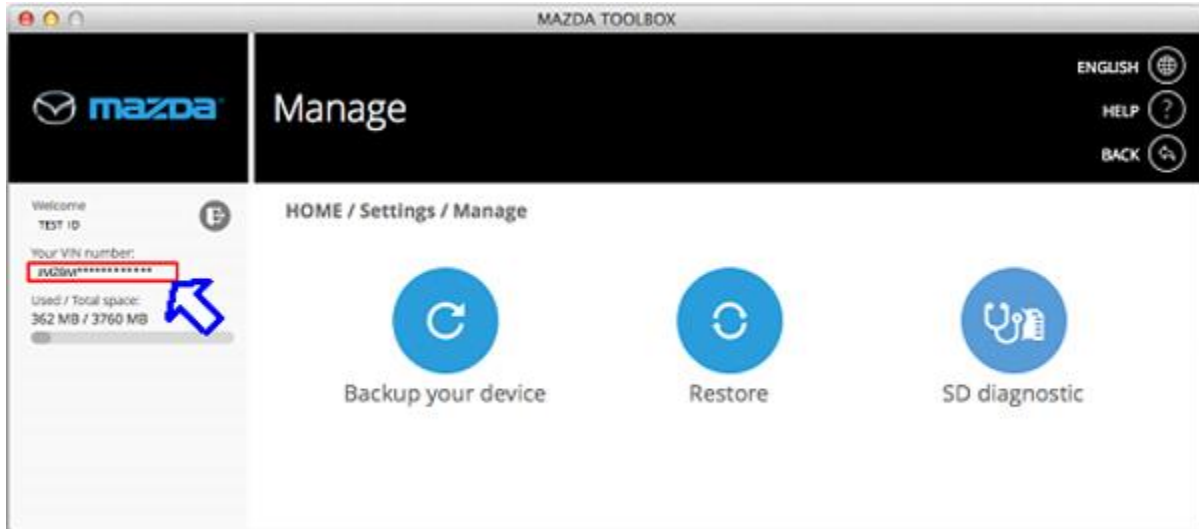
Is the part number BHP1-66-EZ1G?

- Yes - Go to next step.
 - No - This TSB does not apply. Refer to MGSS online for normal diagnosis procedures.
3. **Using Mazda Toolbox, verify navigation SD card VIN is recorded (SD card is locked to that VIN).**
 - **SD Card VIN is recorded (VIN is shown) - Go to step 4.**
 - **SD Card VIN is not recorded (No VIN is shown) - Perform VIN Record Procedure.**

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VIN Record Procedure

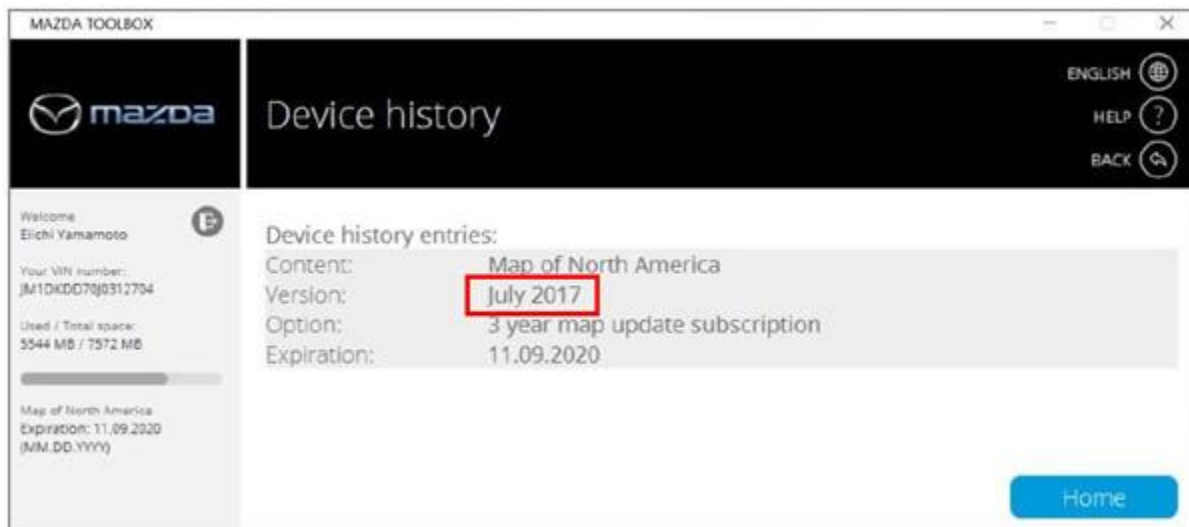
- a. Insert the navigation SD Card into the customer's vehicle SD Card port.
- b. Turn the key ON and open Navigation.
- c. Wait 3 minutes or longer.
- d. Turn ignition key OFF and eject the navigation SD Card.
- e. Repeat step 3.



4. Using Mazda Toolbox, open the "Device History" screen and check the SD Card version.

NOTE:

- When checking or updating a customer's vehicle SD card, the dealer technician must create his/her own Mazda Toolbox account. The Mazda Toolbox program may send a confirmation to the technician's email. For this reason, dealer technicians should NOT use the customer's account.
- Dealer checking or updating a customer's SD card will not affect the customer's free 3 year map updates.



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Is the SD Card version before July 2017?

- Yes - Update Navigation SD card to the latest software using Mazda Toolbox.
- No - This service information does not apply. Refer to MGSS online for normal diagnosis procedures.

5. 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 term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	64
Damage Code	9W
Part Number Main Cause	BHP1-66-EZ1G
Quantity	0
Operation Number / Labor Hours:	XXN9XXFX / 0.2 Hrs.

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