

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: NAVIGATION SD CARD VIN-LOCK INFORMATION	Service Alert No.: SA-009/18
	Last Issued: 02/16/2018

APPLICABLE MODEL(S)/VINS

2014-2018 Mazda3
2016-2018 Mazda6
2016-2018 CX-3
2016-2018 CX-5
2016-2018 CX-9
2016-2018 MX-5

DESCRIPTION

The navigation SD Card VIN-locks to a vehicle in the following conditions:

1. Vehicle odometer under 62 miles – VIN-lock occurs with key ON for 3 minutes or longer.
2. Vehicle odometer over 62 miles – VIN-lock occurs at key ON.

Navigation SD Card Map Update Note:

Mazda Toolbox navigation SD card map update can only be performed on a navigation SD card that is VIN-locked. See VIN-lock procedure below.

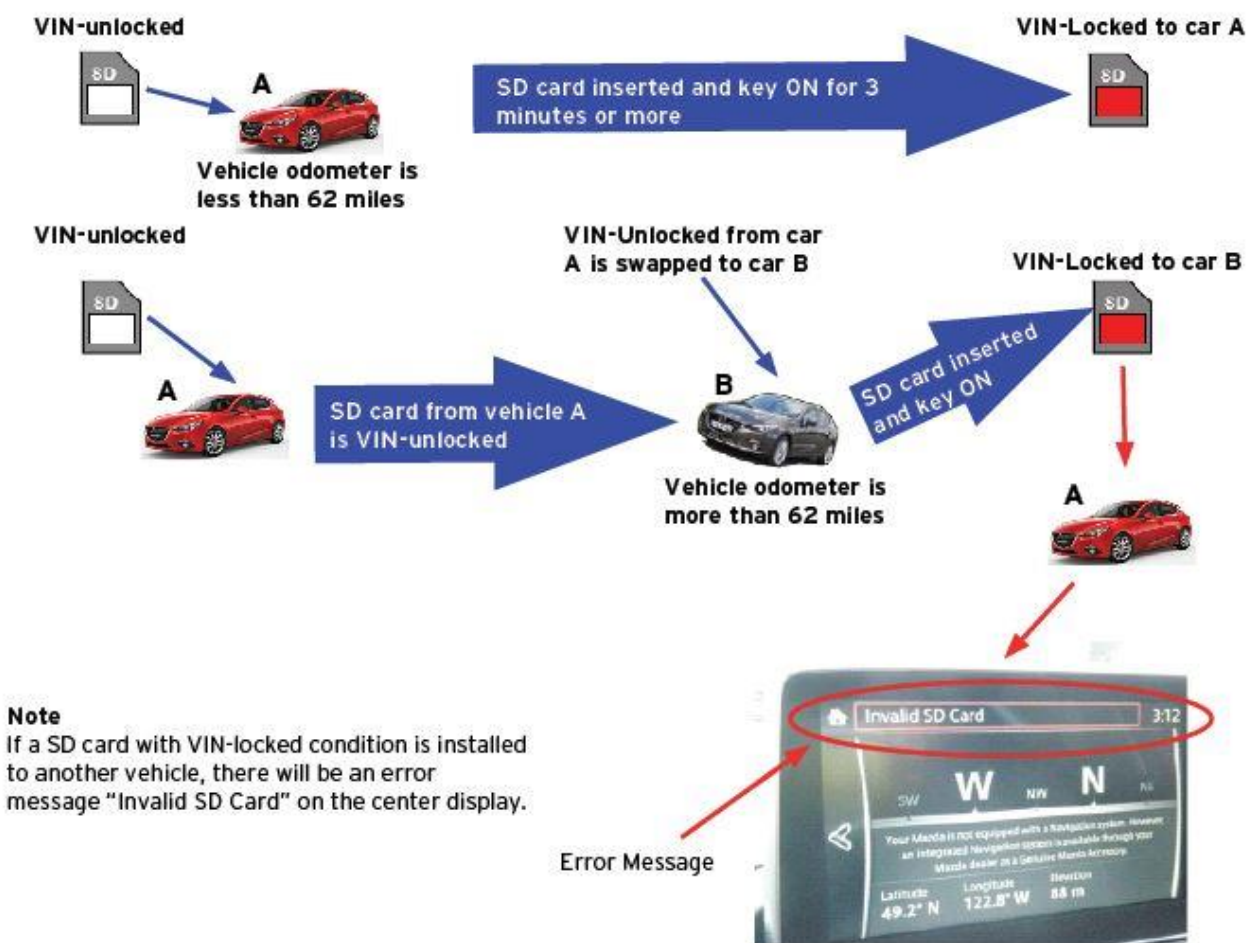
VIN-lock Procedure

1. Insert the navigation SD Card into the customer's vehicle SD Card port.
2. Turn the key ON and open Navigation.
3. Wait 3 minutes or longer.

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.

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 “VIN-locked” to that vehicle.

Example:



WARRANTY INFORMATION:

NOTE: Be aware that all parts related to this service alert will be collected by Mazda. According to warranty policy, dealers must hold all warranty parts.

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