

<b>Subject:</b> <b>MAZDA CONNECT AUDIO SOURCE AHA / PANDORA / STITCHER / BLUETOOTH® IMPROPER OPERATION WHEN CONNECTED TO USB PORT</b>	<b>M-Tips No.:</b> MT-002/18
	<b>Last Issued:</b> 02/09/2018

## 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

Some customers may complain about improper operation of the MAZDA CONNECT system when streaming music with audio source aha/Pandora/Stitcher/Bluetooth® and the same device is also connected to the USB port for charging.

The concerns may include:

- Blank Screen and/or No Audio Sound
- Phone will not charge



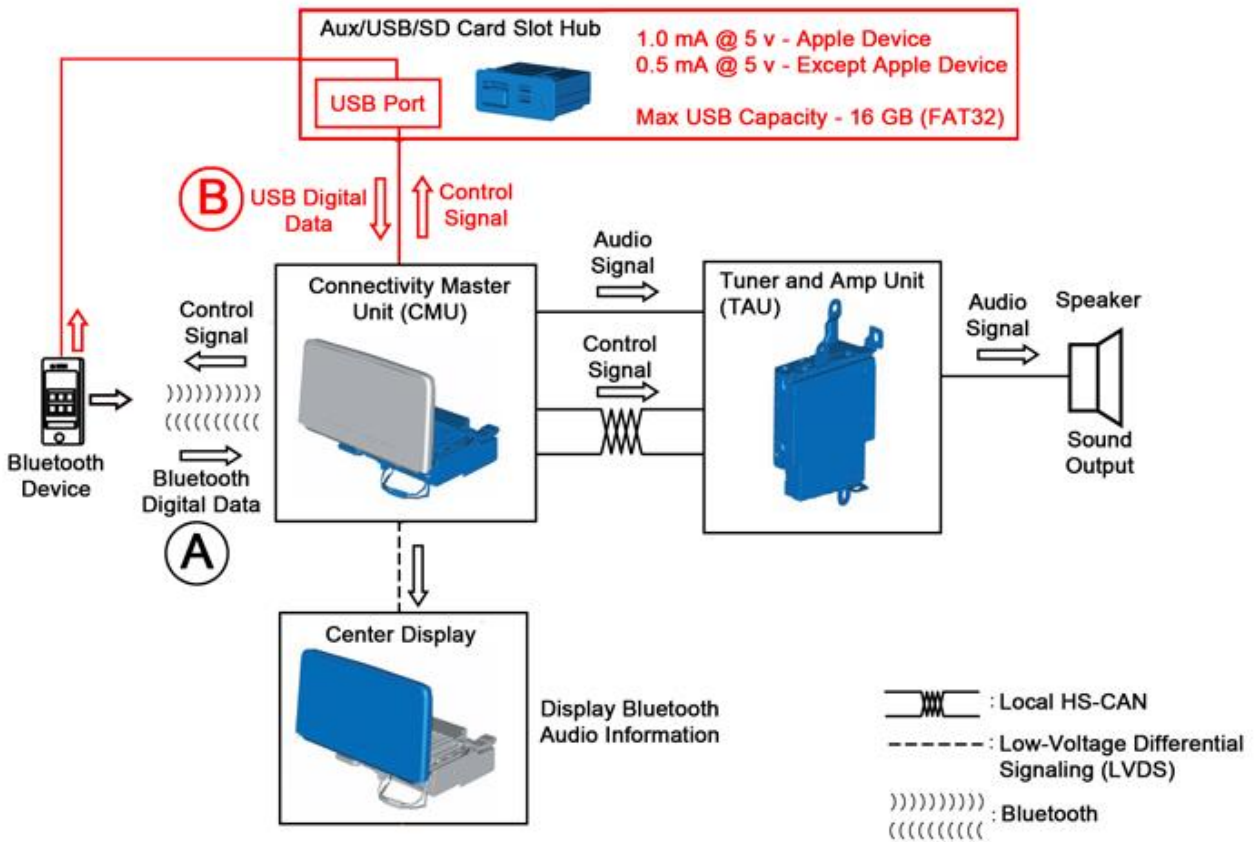
Blank Screen and/or No Audio Sound

These concerns may be caused by:

- The MAZDA CONNECT system has reached its capacity limits when streaming music with audio source aha/Pandora/Stitcher/Bluetooth® and also connected to the USB port.
- The MAZDA CONNECT system has reached its capacity limits when the customer's USB device capacity exceeds 16 GB (e.g. 64 GB iPhone X). The MAZDA CONNECT system USB port capacity is 16 GB (FAT32).

Mazda recommends not to connect any devices to the USB port when streaming music with audio source aha/Pandora/Stitcher/Bluetooth®.

When streaming music with audio source aha/Pandora/Stitcher/Bluetooth® (without USB connection), the Connectivity Master Unit (CMU) is able to process Bluetooth® digital data (A) and output audio sound and display Bluetooth® audio information. If the same device is connected to the USB port for charging, the CMU processes both Bluetooth® digital data (A) and USB digital data (B) from the same device at the same time. In this case, CMU resources may be exceeded, causing a Blank Screen and/or No Audio Sound.



## Phone Will Not Charge

The customer's device (e.g. smart phone) charging amperage requirement may be higher than the USB port amperage limit. See table below:

USB SPECIFICATION CHART							
Audio System	Model	Max USB Size (File System)	Max Number of Music Files per Folder	Max Folders	Max Folder Levels	Front USB Amperage	Rear USB Charging*
MAZDA CONNECT	2014-2018 Mazda3 2016-2017 Mazda6 2016-2018 CX-3 2016 CX-5 2016-2018 MX-5	16 GB (FAT32)	255	65,534	8	Apple Device 1 A @ 5V --- Except Apple Device 500 mA @ 5V	N/A
MAZDA CONNECT	2018 Mazda6 2017-2018 CX-5 2016-2018 CX-9	16 GB (FAT32)	255	65,534	8	Apple Device 1 A @ 5V --- Except Apple Device 500 mA @ 5V	2.1 A @ 5V

\* If equipped