

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

**MAZDA CONNECT NAVIGATION CANNOT FIND STREET ADDRESS
WITH VERSION 59.00.540**

Service Alert No.: SA-012/18

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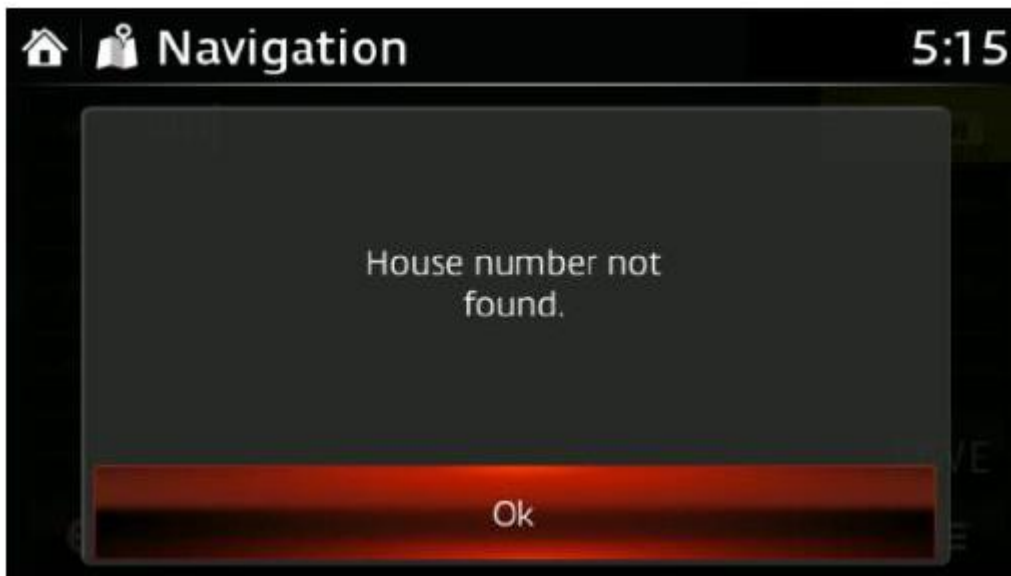
APPLICABLE MODEL(S)/VINS

2018 Mazda3	2018 CX-3	2018 CX-9
2018 Mazda6 (except Signature)	2018 CX-5	2018 MX-5

DESCRIPTION

Some 2018 vehicles built after January 1, 2018 and equipped with Navigation may exhibit one of these concerns after the user inputs an address:

- A screen pops up that says "House number not found." After the user selects OK, the system finds the address or a nearby address.



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.

- Instead of finding the correct address number the system adds a digit to the end of the number.

Example: You enter 151 and the system comes back with 1510, 1511, 1515, 1516, etc.



This only occurs with MAZDA CONNECT software version **59.00.540**, which started being installed into vehicles in January 2018. The concern can be eliminated by installing MAZDA CONNECT software version **59.00.504**.

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

REPAIR PROCEDURE

1. Check to see if the vehicle has MAZDA CONNECT software version **59.00.540**.

- YES - Use [TSB 09-017/17](#) to change the MAZDA CONNECT software to version **59.00.504**.
- NO - Troubleshoot the Navigation system using the instructions on MGSS.

2. Verify repair.

NOTE: MNAO is recommending that dealers with vehicles in inventory that have MAZDA CONNECT software version **59.00.540** and Navigation (factory or dealer installed) use [TSB 09-017/17](#) to change the MAZDA CONNECT software to version **59.00.504** before the vehicle is sold. This will eliminate the need for the customer to come back to the dealer with this issue. It is not known at this time when a future update will eliminate this concern.