

Subject:

**NAVIGATION ERROR MESSAGE "HOUSE NUMBER NOT FOUND"
DISPLAYED AFTER CMU REPLACEMENT**

Service Alert No.: SA-016/18

Last Issued: 03/26/2018

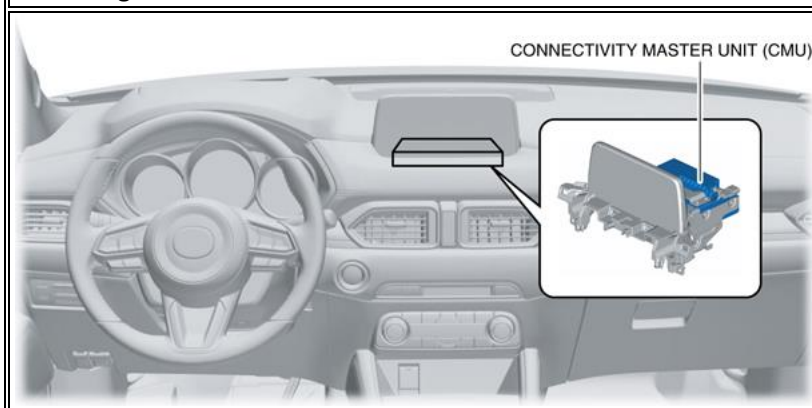
APPLICABLE MODEL(S)/VINS

2016-2019 CX-3
2016-2018 CX-5
2016-2018 MX-5

DESCRIPTION

If the MAZDA CONNECT Connectivity Master Unit (CMU) is replaced due to failure, the replacement CMU may have a navigation system software error.

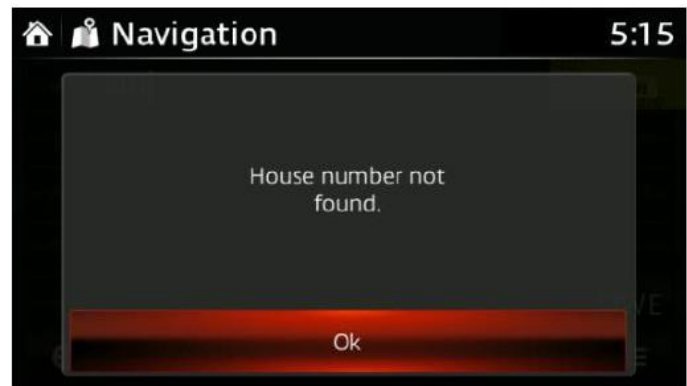
CX-5 image is shown below:



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Software Error

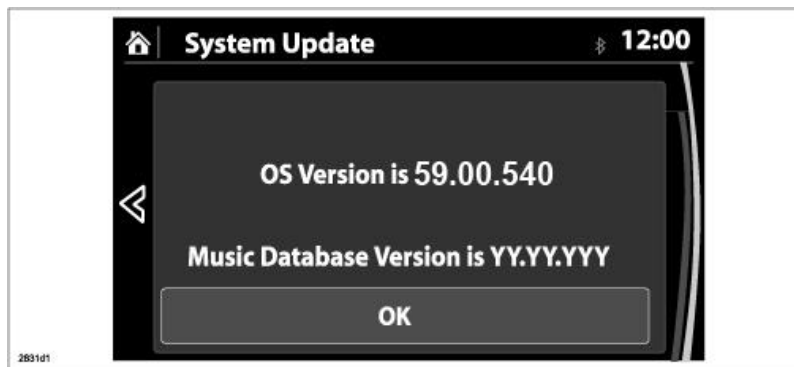
When the customer inputs an address, error message "House number not found" is displayed.



To resolve this concern, follow the repair procedure below.

REPAIR PROCEDURE

1. After the installation of the new CMU, check the software version.
 - a. From the MAZDA CONNECT main menu, select "Settings"
 - b. Select "System"
 - c. Select "About"
 - d. Select "Version Info"
2. Is OS Version 59.00.540 displayed?

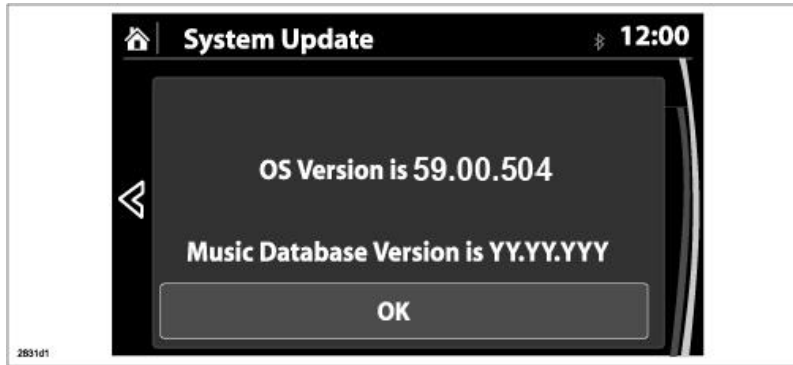


- Yes – Go to next step
- No – This service information does not apply.

3. Click here to back date CMU software to version 59.00.504.
4. Verify CMU software version 59.00.504 has been installed.

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- a. From the MAZDA CONNECT main menu, select "Settings"
- b. Select "System"
- c. Select "About"
- d. Select "Version Info"



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