

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>AUDIO, NAVIGATION AND PHONE CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM</b>	<b>Bulletin No.:</b> 09-010/18
	<b>Last Issued:</b> 06/06/2018

## BULLETIN NOTES

All Mazda Connect vehicles in new car inventory must be updated to the software version listed below in this TSB as part of the New Car Ready Step 3 process. Make sure the new vehicle specialist receives a copy of this bulletin.

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

Previously Issued TSBs:	Date(s) Issued
09-010/18	03/19/18
09-017/17	08/23/17, 07/12/17, 06/05/17 and 05/16/17
09-024/16	11/16/16, 07/05/16, 05/03/16 and 04/19/16
09-022/15	08/10/15, 06/02/15, 06/10/15 and 07/01/15
09-006/14	01/24/14, 03/25/14, 03/28/14, 04/23/14, 05/01/14, 06/05/14 and 09/16/14
09-034/13 (MSP41)	12/4/13

## APPLICABLE MODEL(S)/VINS

- 2014-2018 Mazda3
- 2016-2018 CX-5
- 2016-2018 Mazda6
- 2016-2019 CX-3
- 2016-2018 MX-5
- 2016-2018 CX-9

## DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 59.00.546 or later).

**NOTE:**For 2016 CX-9 with version earlier than 59.00.441, the tachometer function will be removed from the Active Driving Display as part of Mazda’s continuing efforts to improve safety and reduce driver distraction. Please explain this to the customer before updating the software. If the customer agrees, turn off the tachometer display on the AD-Display tab in MAZDA CONNECT Settings before performing the update.

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**NOTE:** If the customer has customized MAZDA CONNECT with something like a different background using unauthorized software, make sure they know the following information before updating MAZDA CONNECT to avoid any issues later on.

- Updating MAZDA CONNECT to the latest version will erase any customization created by unauthorized software.
- Unauthorized customization software will not work on the latest version of MAZDA CONNECT software.
- The latest version of MAZDA CONNECT software cannot be rolled back to an earlier version.
- Mazda does not recommend unauthorized customization of MAZDA CONNECT due to the possibility of unexpected problems. Any issues related to this will not be covered under Mazda warranty policy.

The system performance has been improved as follows:

(From 59.00.546)

- Rear view monitor brightness settings have been disabled for compliance requirement.

(From 59.00.545)

- [Only vehicles with V59.00.544, except 2017-2018 Mazda3 (Mexico built)] When using Driving Position Memory, a beep sound may not be heard when the driving position adjustment is completed. Display settings for navigation guidance on Active Driving Display may not be kept for the seat position memory.

(From 59.00.544)

- When playing a BT audio device, album art is now available when it is found in the Gracenote® database in the CMU.
- Speed limit is displayed on the navigation screen.
- Android 8.0 device is not recognized via USB connection.
- [Only vehicles without Active Driving Display] Traffic Sign Recognition System (TSR) does not keep the alert threshold setting value when performing Factory Reset.
- Wrong caller name is displayed for incoming calls.
- Fuel Economy Monitor may display wrong unit and/or draw bars multiple times instead of once a minute.
- Cell phone screen flickers when connected via USB.
- Traffic Sign Recognition System (TSR) does not alert at the the correct speed limit alert setting. It may alert at +6 mile for +10 mile setting.
- [Version 59.00.540 only] House number not found error pop-up displayed when trying to enter a new address.

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(From 59.00.540)

- When Pandora® is connecting to the vehicle, the screen color and the logo have been changed.
- Warning Guidance “i-ELOOP Charging” in the center display has been removed.
- i-Pod nano 5th gen will not play.
- [Only vehicles equipped with the Forward Sensing Camera] Warning Guidance message to clear foggy windshiled is shown even if it is not foggy. (The message has been changed.)
- Fuel Economy Monitor may draw bars twice a minute instead of once a minute.
- [Canada and Mexico] Some vehicles in Fixed engine oil maintenance mode may experience that the remaining mileage does not decrease.
- [USA] Some vehicles in Flexible engine oil maintenance mode may experience that the remaining mileage returns to 620 miles (1000 km) from less than 620 miles (1000 km).
- [CX-9 with Active Driving Display] Speed limit display in the MAZDA CONNECT screen has been disabled.
- The setting tab works as if the ignition is in ACC instead of ON.

(From 59.00.502)

- USB Auto run vulnerability described in Forbes article.
- System stability and response of the CMU.
  - Minimize unexpected reboots and blank or frozen screens.
  - Faster start up.
  - Faster operational response.
- Connectivity and stability for BT devices.
  - Improved stability of connection.
  - Reduced connection error with internet radio applications.
- Stability for USB audio device.
  - Faster response when hundreds of songs are being read out of USB audio devices.
- Connection stability and functionality with iPhone.
  - Device name can be displayed not only via BT connection but also via USB connection.
  - Improved stability when iPhone is connected via both BT and USB.

(From 59.00.441)

- With ignition ON, “SCBS Unavailable” or “LDWS Unavailable” message may be displayed due to false error detection by CMU, but the systems actually do work. No DTC is stored in memory and no message appears in the multi-information display. (2014-2015 Mazda3 equipped with SCBS, LDWS and CMU version 59.00.441/443/445)

(From 59.00.330)

- DTC U0100:00 [CONNECTIVITY MASTER UNIT] (communication error with PCM) is stored.
- Warning guidances displayed both for LDWS and HBC (CX-3 with LDWS / without HBC only).
- Improper OFF selection in the Setting Interval menu under Oil Change (CX-9 only).
- Resetting with “Fixed” data will not reset “Flexible” data. (CX-9 only).

(From 55.00.760)

- Navigation or other screens freeze or reboot.
- Issues with Pandora Radio.
- USB device fails to start playing, resume or display music information. BT audio device fails when starting to play, resume or connect.
- Paired BT device will not connect. Removing the paired BT device from the vehicle (but not the vehicle from the phone) results in an endless "Deleting" message.

(From previous)

- Some street names in Canada are not displayed.
- Navigation does not allow to set certain cities as destination.
- Navigation does not announce voice guidance for street names.
- Navigation turns to a black screen, but the menu bar remains.
- Turn -by-turn navigation guidance does not display on the active driving display (for vehicles with 55.00.750).
- Every time the navigation is turned on, the vehicle position starts from the location (dealer) where the CMU was updated from version 55.00.650 to 55.00.750.
- Navigation or other screen turn black, freeze or reboot.
- System does not recognize USB/SD card.
- Some menu of music source selection is grayed out.
- When using the call button on the cell phone to make a call, the call sound is short.
- Favorites disappear.
- Vehicle current position is not accurate enough.
- Rear view monitor does not show up on screen.
- Text information of HD radio is not displayed when switching music source.
- When asking for current location with voice command "Where am I?", the system responds with "Your location is comma."
- Contact information cannot be loaded correctly from phones other than iPhone.

**NOTE:** Mazda is working to make further improvements to the Mazda Connect Infotainment System software, and may issue future software updates to improve system operation and performance. Software version updates can be found on MGSS under IDS/Infotainment.

Customers having any of these concerns should have their vehicle repaired using the following repair procedure.

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## REPAIR PROCEDURE

1. Verify customer concern.
2. Update MAZDA CONNECT with software version 59.00.546 or later using the MAZDA CONNECT Update Instructions on MGSS.

**CAUTION:** More than one software version can be placed on a memory stick, but Mazda recommends placing only one version on a memory stick to avoid updating the system with the wrong version.

3. Verify repair.

## WARRANTY INFORMATION

### NOTE:

- If SSP98 is OPEN, submit the claim using SSP98 warranty information.
- If SSP98 is CLOSED, submit the claim using this TSB warranty information.
- If vehicle is NOT SUBJECT to SSP98, submit the claim using this TSB warranty information.
- 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.
- This TSB can be performed by D329 Mazda Certified Lube Technicians.
- For Mazda3, check the SSP98 status first.

Warranty Type	A
Symptom Code	62
Damage Code	9W
Part Number Main Cause	5555-RP-CMU
Quantity	0
Operation Number / Labor Hours:	XX595EFX / 0.3 Hrs.
TSB can be performed by D329 Mazda Certified Lube Technicians:	Yes

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