

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: MAZDA MOBILE START (MMS) APP ERROR MESSAGE INSTALLED ON ANDROID DEVICES	Service Alert No.: SA-036/18
	Last Issued: 07/30/2018

APPLICABLE MODEL(S)/VINS

- 2014-2018 Mazda3 (A/T only)
- 2014-2018 Mazda6 (A/T only)
- 2016-2019 Mazda CX-3
- 2016-2018 Mazda CX-5 (A/T only)
- 2016-2019 Mazda CX-9

DESCRIPTION

Customers may get an error message "Device no longer has access or service." for the MMS APP installed on android devices starting 8/1/18. Inform the customer that all they need to do is update the MMS APP to the latest version to get rid of the error message.

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.