Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

Subject:	Service Alert No.: SA-001/19
APPLE CARPLAY™ / ANDROID AUTO™ FREQUENTLY ASKED QUESTIONS (FAQ)	Last Issued: 04/05/2019

BULLETIN NOTES

This Service Alert supersedes the previously issued SAs listed below. The changes are noted below in Red.

Previously Issued SAs:	Date(s) Issued
SA-001/19	03/27/2019, 01/24/2019,01/04/2019
SA-046/18	11/6/18 and 10/24/18

APPLICABLE MODEL(S)/VINS

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

NOTE:

- The 2019 Mazda3 Sedan (4 door base model) is not equipped with Apple CarPlay™ / Android Auto™.
- Apple CarPlay™ / Android Auto™ Smartphone Screen Mirroring Kit accessory is not available for the 2019 Mazda3 Sedan (4 door base model).

DESCRIPTION

Frequently Asked Questions (FAQ)

FAQ	Answer
The installation instructions are missing from the Smart phone Screen Mirroring Kit (Apple CarPlay™/Android Auto™ retrofit installation kit)	Click the model below for the Installation instructions: 1. 2014-2018 Mazda3 2. 2014-2018 Mazda6 3. 2016-2019 MX-5 4. 2016-2019 CX-3 5. 2016 CX-5

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	6. 2017-2018 CX-5 7. 2016-2018 CX-9
Cannot operate Apple CarPlay™	Refer to MGSS online <!--iqsc-->id=SM1671743" target="_blank">CANNOT OPERATE Apple CarPlayTM [ENTERTAINMENT SYSTEM [WITH CENTER DISPLAY]]
Cannot operate Android Auto™	Refer to MGSS online <!--iqsc-->id=SM1671745" target="_blank">CANNOT OPERATE Android AutoTM [ENTERTAINMENT SYSTEM [WITH CENTER DISPLAY]]
Cannot operate Android Auto™ or some functions do not work.	During Android Auto set up, all permissions and requests may have not been accepted by the customer. Do the following: 1. Delete Android Auto from the customers phone. 2. Unpair the customers phone from the vehicle. 2. Connect the customers phone to the smartphone Un pair port. **Note:** Use a high-quality, certified smart phone cable. 3. During Android Auto set up, accept all permissions and requests.
Where do I find support for Apple CarPlay™	Go to Apple Support
Where do I find support for Android Auto™	Go to Android Auto Help
What phone do I need to operate Apple CarPlay™	1. iPhone 5 or above 2. For best performance, update iPhone to the latest iOS version 3. Apple Lightning® to smart phone cable or a high-quality, certified smart phone cable 4. Siri® must be enabled to use Apple CarPlay For additional information, go to Mazdausa.com -> OWNERS -> HOW TO USE -> OWNER'S MANUALS -> APPLE CARPLAY QUICK START GUIDE
What phone do I need to operate Android Auto™	1. Android phone running 5.0 (Lollipop) or higher 2. Android 6.0 (Marshmallow) or higher is recommended 3. High-quality, certified smart phone cable For additional information, go to Mazdausa.com -> OWNERS -> HOW TO USE -> OWNER'S MANUALS -> ANDROID AUTO QUICK START GUIDE
Cannot operate Apple CarPlay™ or Android Auto™	1. Confirm that the smart phone cable is connected to the port labeled with a smartphone icon. **NOTE:** On the 2019 Mazda3, there is no USB port labeled with a smartphone icon. Both USB ports will accept the Apple CarPlay™ or Android Auto™ cable.

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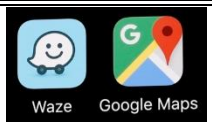
	 2. Confirm that a high-quality certified smart phone cable is used.
Apple CarPlay™ The Waze app or the Google Maps app is not displayed in the menu.	 1. Waze Requirement - iPhone iOS 12.0 or higher and Waze version 4.43.4 or higher. 2. Google Maps Requirement - iPhone iOS 12.0 or higher.
Cannot update CMU software after smart phone Cable Set Kit (P/N C922-V6-605) installation.	This may be caused by smart phone Cable Set Kit (P/N C922-V6-605) installation error. The hardware was installed before CMU software update by smart phone flash drive. <u>Failure:</u> In some cases, the CMU will not recognize the new HUB unit, so CMU software update by smart phone flash drive is not possible. <u>Recovery:</u> Proceed to Repair Procedure.
MAZDA CONNECT Navigation system is inoperative after smart phone Cable Set Kit (P/N C922-V6-605) installation.	Confirm that the Navigation SD Card was transferred from the old smart phone HUB unit to the new smart phone HUB unit.

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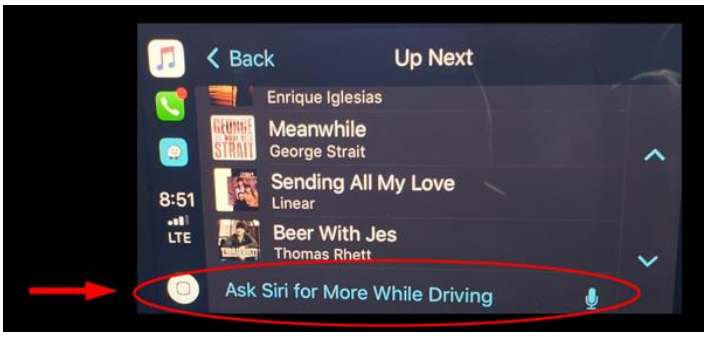
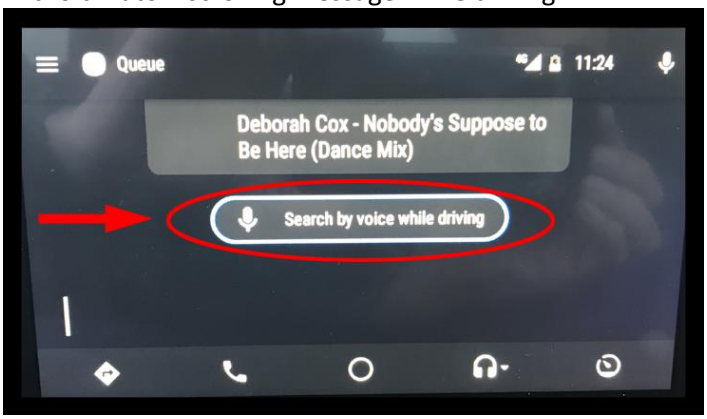
Apple CarPlay™ Android Auto™ 1. Cannot scroll song list when driving. 2. Cannot find songs when using Apple CarPlay™/Android Auto™	When driving, Apple CarPlay™/Android Auto™ limits some functions such as scrolling. Apple/Google expects drivers to keep their eyes on the road and use Siri/Google Assistant instead of scrolling. Apple CarPlay™ scrolling message while driving  Android Auto™ scrolling message while driving  This is an Apple CarPlay™/Android Auto™ function. Vehicle infotainment system is functioning correctly.

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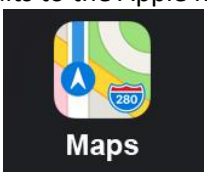
Apple CarPlay™

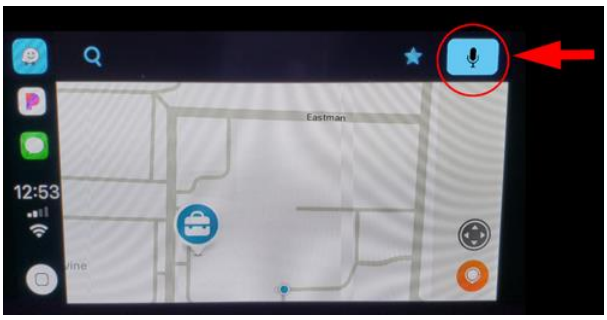
The Waze app or the Google Maps app does not open when using the steering wheel Voice Command button to set a navigation destination.

When using the steering wheel Voice Command button, the navigation system defaults to the Apple Maps app.



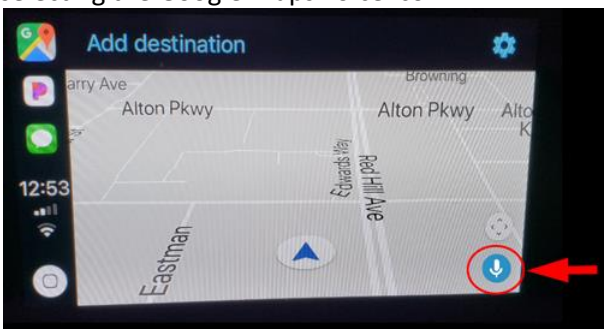
Waze app

Voice command is possible when selecting the Waze voice icon.



Google Maps app

Voice command is possible when selecting the Google Maps voice icon.



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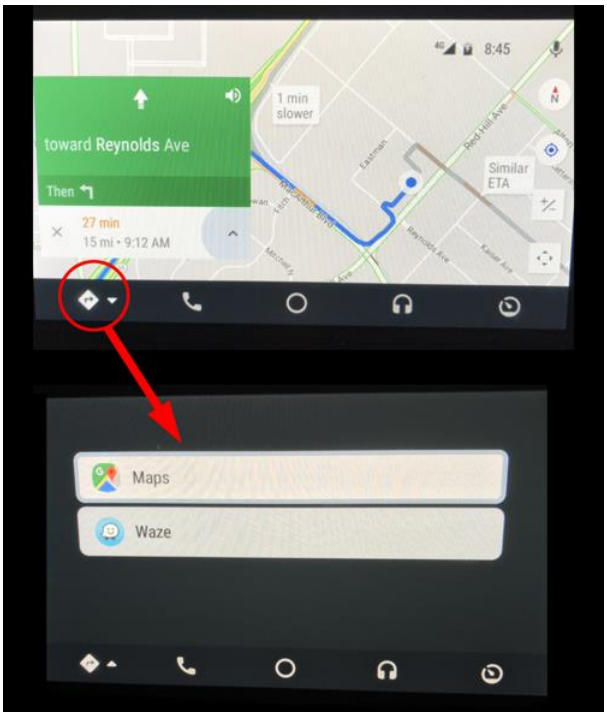
Android Auto™ The wrong navigation app opens when using the steering wheel Voice Command button. 	When using the steering wheel Voice Command button to set a navigation destination, Android Auto™ defaults to the last navigation app that was used. Select the "Maps and Navigation" icon to set your default navigation app. 

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<table>
<tr>
<td>Apple CarPlay™
Double voice navigation is heard through the vehicle speakers.</td>
<td>This may be caused by Apple iPhone IOS 12.0 update.
The customer sets a navigation destination on Google Maps, then sets a navigation destination on MAZDA CONNECT, double voice navigation is heard through the vehicle speakers.

Example:

<table>
<tr><th colspan="2">Apple iPhone software IOS 12.0 update</th></tr>
<tr><td>Google Maps destination set --> MAZDA CONNECT destination set</td><td>NG

(double voice)</td></tr>
<tr><td>MAZDA CONNECT destination set --> Google Maps destination set</td><td>Good</td></tr>
</table>

Repair - This is an Apple IOS 12.0 issue. No vehicle repair is necessary.</td>
</tr>
</table>

REPAIR PROCEDURE

(Cannot install CMU software after smart phone Cable Set Kit (P/N C922-V6-605) installation)

1. Disconnect the new smart phone HUB unit and the new smart phone cables from the CMU.

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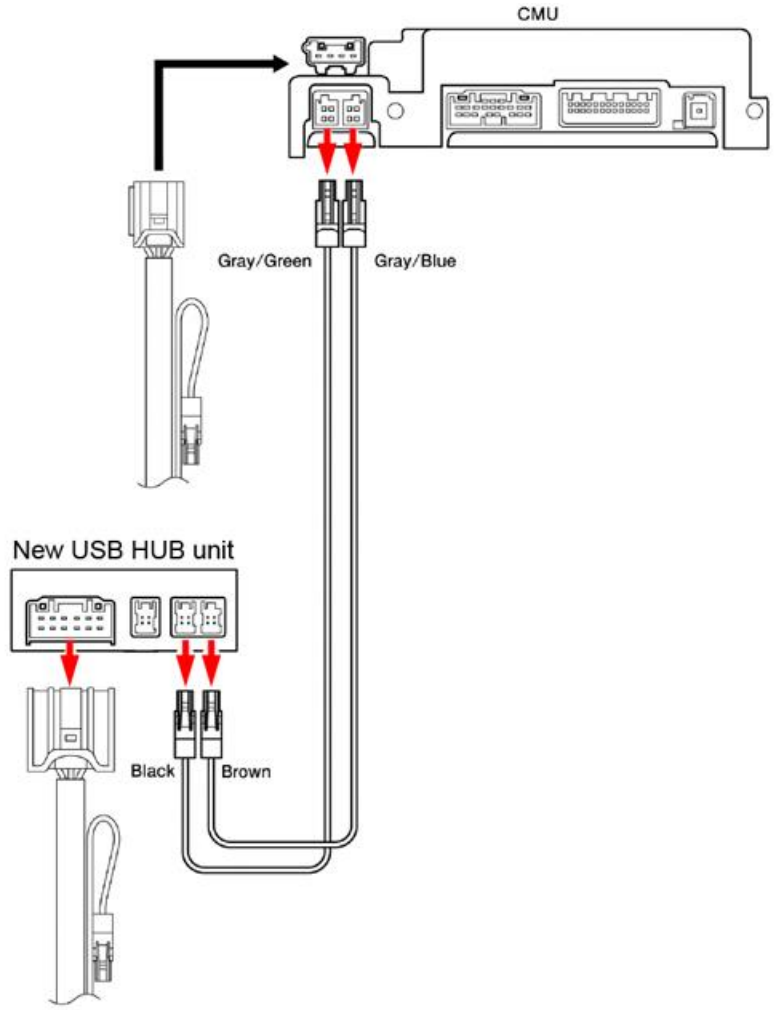

2. Connect the old smart phone HUB unit and the old smart phone cable to the CMU.

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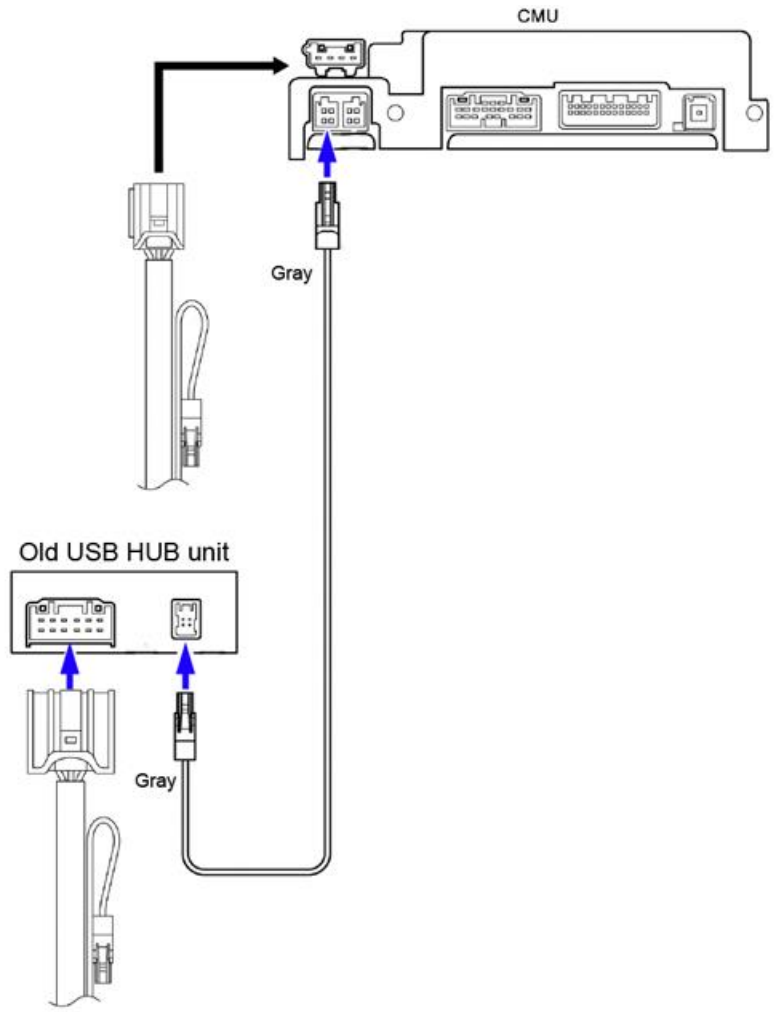

3. Update the CMU to software version 70.00.021B or later by smart phone flash drive.
4. Remove the old smart phone HUB unit and disconnect the old smart phone cable from the CMU.
5. Re-connect the new smart phone HUB unit and the new smart phone cables to the CMU.

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