

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

MAZDA CONNECT CLOCK SHOWS INCORRECT TIME

Service Alert No.: SA-031/19

Last Issued: 07/26/2019


APPLICABLE MODEL(S)/VINS

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

DESCRIPTION

Some customers may complain about incorrect MAZDA CONNECT clock time. This may be caused by an incorrect clock GPS Sync setting.

Clock accuracy can be improved using the following settings:

Vehicle	Setting
Equipped with in-vehicle navigation system	<p>Clock GPS Sync ON</p> 

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.

Not equipped with in-vehicle navigation system



Note: If clock GPS Sync is ON and vehicle is started with no view of the sky, clock may be inaccurate momentarily.

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