



<b>Subject:</b>  <b>MAZDA CONNECT UNEXPECTEDLY ANNOUNCES NAVIGATION GUIDANCE WHEN CMU WAKES UP</b>	<b>Bulletin No.:</b> 09-027/19
	<b>Last Issued:</b> 07/15/2019

## APPLICABLE MODEL(S)/VINS

2019 Mazda3 (with Navigation)

## DESCRIPTION

Some customers may experience that the MAZDA CONNECT unexpectedly announces navigation guidance when the Connectivity Master Unit (CMU) wakes up even with the ignition OFF. The navigation guidance is announced the next time the CMU wakes up if the ignition was switched OFF while navigating to a destination was in use.

This concern is caused by improper CMU software. To correct the concern, the CMU software has been modified.

## REPAIR PROCEDURE

1. Verify customer concern.
2. Update the CMU to the software version 7000C0A-NA01\_10018 or later using the MAZDA CONNECT Update Instructions on MGSS.
3. Verify the repair.

**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.

## WARRANTY INFORMATION

### NOTE:

- 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.

Warranty Type	A
Symptom Code	64
Damage Code	9W
Part Number Main Cause	5555-RP-CMU
Quantity	0
Operation Number / Labor Hours:	XXR85XFX / 0.2 Hrs.

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