



<b>Subject:</b>  <b>AUDIO, NAVIGATION AND PHONE CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (7TH GENERATION MODELS)</b>	<b>Bulletin No.:</b> 16-001/20
	<b>Last Issued:</b> 03/04/2020

## APPLICABLE MODEL(S)/VINS

2019 Mazda3

## DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 7000C0A-NA01\_10018 or later).

(From Version 7000C0A-NA01\_10018 and later)

- The navigation system unexpectedly makes an announcement when the driver unlocks and opens the door, even without touching the START/STOP button.

(From Version 7000C0A-NA01\_10017 and later)

- The compass screen may be displayed instead of the map screen after the ignition is turned ON,
- The In-Vehicle Warning Messages screen displays warning comment for "MRCC being not operable" and uses "30 km/h" instead of "20 mph" even when "mile" is selected in the distance setting.
- The system may reboot when connecting to a Bluetooth device.
- Destinations may be cleared when the ignition is turned OFF and ON while route guidance is being given.
- [Canada, Mexico] The navigation system unexpectedly announces when the vehicle passes the border to another country.
- The system may reboot when too much information is received using the SiriusXM SportsFlash service.
- [Alaska (U.S.)] Point Of Interest searching may not work properly.
- The system reboots when using Apple CarPlay.

(From Version 7000C0A-NA01\_10015 and later)

- The check box for Bluetooth connection may not be accessible after the ignition is turned OFF to ON in a few seconds.
- The device names for USB1 and USB2 may be displayed in the reverse order after the ignition is turned ON.

(From Version 7000C0A-NA01\_10014 and later)

- There may be an excess error in the current location on the navigation screen where GPS reception is poor.

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- The rear view monitor may turn black or need longer time to display during hot weather.
- The Apple CarPlay icon is left on the screen when the USB cable for an iPhone is disconnected,
- The rear view monitor turns to black when the transmission is shifted into reverse right after the engine is started,
- A guidance message is accompanied by a pop noise when using Apple CarPlay.
- The system reboots when the ignition is turned ON when an iPhone and a USB memory stick are connected
- The system may reboot while the disclaimer notice screen is shown.
- The USB connections may be disrupted when the ignition is turned ON with two USB devices connected and the navigation SD card in the slot, .

(From Version 7000C0A-NA01\_10012 and later)

- The right most gauge for the last one minute shows the maximum level when the ignition is turned OFF and ON while displaying the Average Fuel Efficiency History.
- The rear view does not appear soon enough when the transmission is shifted into reverse right after the map is displayed the first time,.

Customers having this concern should have their vehicle repaired using the following repair procedure.

## REPAIR PROCEDURE

1. Verify customer concern.
2. Update MAZDA CONNECT with software version 7000C0A-NA01\_10018 or later using the 7TH GEN 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.

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**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	61
Damage Code	9W
Part Number Main Cause	5555-RP-CMU
Quantity	0
Operation Number / Labor Hours:	XXS1HXFX / 0.4 Hrs.

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