



Subject: 2020 MAZDA3 MYMAZDA APP CONNECTED VEHICLE CONCERN	Campaign No.: SSPC1
	Last Issued: 06/19/2020

DESCRIPTION

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) C1 on certain 2020 Mazda3 vehicles equipped with Mazda Connect, and built from June 29, 2019 through September 2, 2019. **There are 148 vehicles in the United States affected by this SSP.**

Concern Outline:

On certain Mazda3 vehicles, it is possible that the following concerns may occur when a customer attempts to set up their connectivity service on an affected vehicle.

The following MyMazda App Connected Vehicle enrollment errors may occur:

1. Infotainment center display does not provide the Authorization Code
2. Infotainment center display "Software Update Error" message

Dealer Action:

All Vehicles that arrive at your dealership and showing "Open" in eMDCS must have the infotainment CMU software version updated via USB and MGSS. There are no required parts to be replaced with this repair. Vehicles will be in "Open" status in eMDCS on June 22.

This Special Service Program must be repaired on all vehicles when they arrive at your Mazda dealership. Owners of the subject vehicles will be notified by MNAO Marketing Department through Email starting June 24 encouraging them to sign up for connected services. Without the CMU software update the vehicle cannot connect.

A copy of the of the Marketing Department notification is included in the dealer email below.

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.