



MAZDA DEALER EMAIL

June 22, 2020

To: All Dealer General, Service and Parts Managers

Notification of 2020 Mazda3 MyMazda App Connected Vehicle Concern - Special Service Program (SSP) C1

Dear Mazda Dealer Partners,

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 147 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 displays "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 pasted below.

To help you effectively perform this Special Service Program, Mazda has developed the

following resources:

1. Warranty Information, Repair Procedures, and Owner Letter are available on MGSS (Mazda Global Service Support) website via MXConnect no later than June 23, 2020.
2. Warranty Information is also available on eMDCS.
3. For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3.
4. For warranty questions, contact the Dealer Recall Help or the Warranty Hotline at (877) 727-6626, Option 3.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this campaign before responding to customer inquiries.

We apologize for any inconvenience this SSP (C1) may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated.

Sincerely,

Travis Young
Manager, Recalls, Technical Services Division
Mazda North American Operations

Sign up today for Mazda Connected Services—complimentary for 3 years.¹ | [View this email in a web browser.](#)



GET THE MOST OUT OF YOUR MAZDA3

Did you know that you can start your 2020 Mazda3 remotely just by tapping a button on your smartphone? That and a whole lot more are possible when you sign up for Mazda Connected Services.¹ Available through the MyMazda App, this all-new technology suite is complimentary for three years, starting today.



WITH CONNECTED FEATURES IN YOUR 2020 MAZDA3 YOU CAN:

- Start and stop your vehicle from inside your home
- Lock or unlock your vehicle's doors remotely
- Check vehicle status, such as fuel level and tire pressure, from your phone
- Use the vehicle finder feature to locate your parked vehicle
- Receive alerts when your vehicle needs servicing
- Take advantage of available in-vehicle Wi-Fi² capabilities
- Experience the peace of mind of automatic 911 dialing³



ENROLL IN MAZDA CONNECTED SERVICES WITH A FEW EASY STEPS

Before registering, ensure you have adequate reception for both your phone and car (at least 3 bars) and, if possible, drive the car for a few minutes prior to starting the process. Then, after parking in a

safe location with no obstructions above your vehicle, turn off the car. Keeping a clear line of sight to the sky will help to ensure GPS syncing.

- 1 Download the MyMazda App from the Apple App Store^{®4} or Google Play^{™4} Store.

Then, open the app and tap "Register."
- 2 Follow the in-app prompts to register for a MyMazda account using your Mazda3's VIN number: 3MVDMADL0LM128063
- 3 After registering for a MyMazda account, the "Select Vehicle" screen will appear.

Tap "Add Vehicle" and follow the instructions to add your connected vehicle to your MyMazda account.
- 4 To enroll your connected vehicle in Connected Services, tap "Enroll" on the "My Vehicles" screen, then tap "Start" to begin the enrollment process.
- 5 Switch the ignition ON in your Mazda vehicle. You will be prompted to tap "Next" in the MyMazda App. After seeing the prompt, wait about 60 seconds, then tap "Next."
- 6 Tap "Request" in the MyMazda App to receive an authorization code on your vehicle's Mazda Connect[™] center display.
- 7 Enter the authorization code in the MyMazda App, then tap "Submit."
- 8 After enrollment is successfully processed and the vehicle is connected, you will immediately be able to start using connected features.

For more details on how to use the Mazda Connected Services features and the MyMazda

App, click below.

LEARN MORE



FEEL ALIVE®

Download the MyMazda App from the App Store⁴ or Google Play.⁴



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DO NOT REPLY to this email. If you have questions or comments, please contact us at [MazdaUSA.com](mailto: MazdaUSA.com).

You've received this email because of your ownership of or expressed interest in Mazda vehicles. If you prefer not to receive Mazda news, products and promotions via email, please [click here](#).

Add mazda@email-mazdausa.com to your address book to ensure safe delivery.

1 Connected services are subject to change at any time without notice. Mazda Connected Services is provided during a 3-year trial period; annual subscription fees apply thereafter. Use of MyMazda App and compatible phone are required. Data fees may apply. Never drive while distracted or while using a hand-held device. Please see your Owner's Manual for important feature details and related privacy information.

2 Connected services are subject to change at any time without notice. Mazda Connect 4G LTE Wi-Fi powered by Verizon is available during 6-month/2GB trial period (whichever comes first); monthly subscription fees apply thereafter. Vehicle cellular connectivity and availability of vehicle GPS signal are required. Certain services may collect location information. Limit one trial per vehicle. Up to 5 devices can be supported using in-vehicle connectivity. Verizon wireless data subscription required upon end of 6-month trial period or use of 2GB data (whichever comes first). Use of Mazda Connect Wi-Fi is subject to Verizon Wireless' Customer Agreement (verizonwireless.com/legal/notices/customer-agreement). Never drive while distracted or while using a hand-held device. Please see your Owner's Manual for important feature details and related privacy information.

3 Mobile 911 automatically calls 911 from a paired hands-free device when a moderate to severe collision is detected. Specific phone settings are required. There are limitations to the system. Please see your Owner's Manual for further details.

4 App Store is a service mark of Apple Inc. Google Play is a trademark of Google LLC.

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