



MAZDA DEALER EMAIL

September 4, 2020

Attention: Mazda General, Parts and Service Managers

Subject: Dealer Rework (DRW) 32 - 2021 CX-9 – Android Auto Software Update Concern

Mazda Dealer Partners,

Mazda Motor Corporation has decided to take corrective action on certain 2021 CX-9 vehicles produced from July 15, 2020 through August 25, 2020.

Concern Outline:

On the subject vehicles, the Android Auto does not function, as the certification for this application had not yet been obtained at the time of production. The certification has now been obtained and an update is now available to enable Android Auto functionality on all affected vehicles. At the time of this announcement, most of the affected vehicles are currently at sea awaiting arrival. Please make sure that all dealer staff are aware of this campaign.

Affected Vehicle VIN Range:

Model	Subject VIN range	Subject production date range	Number of vehicles
2021 CX-9	JM3 TC**** M0 500009 - 504226	From July 15, 2020 through August 25, 2020	3,707

Outline of Repair:

To enable Android Auto functionality, reprogram the CMU with modified software using an USB. Repair Procedures and updated software are available on MGSS.

Note: As a reminder, CMU Software updates are required if available as part of the New Car Ready Inspection process. All affected vehicles will need to have the CMU software updated. It is preferable to install the update as part of the normal PDI process for these vehicles instead of waiting for the New Car Delivery and Inspection process, so the vehicle can be demonstrated with this functionality. For this reason, the majority of the labor time is included in the PDI process and the warranty information is for administration and tracking purposes. A New Car Ready Inspection claim submitted with an open DRW32 will be debited.

We apologize for any inconvenience this Dealer Rework may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated, and if you have any questions regarding this DRW, please contact Dealer Recall Help on MXConnect > Warranty or contact the Mazda Warranty Department at warrantydept@mazdausa.com.

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

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