



<b>Subject:</b>  2021 CX-9 AND CX-5 MAZDA CONNECT SETTINGS CONCERN	<b>Campaign No.:</b> DRW34
	<b>Last Issued:</b> 10/29/2020

## DESCRIPTION

**Concern Outline:** It is not possible to customize the “View Monitor”, “Parking Sensor” and Safety (hands free liftgate) settings as they are not displayed on the Mazda Connect screen, due to an inappropriate setting in the software on the subject vehicles involved in this campaign.

**Outline of Repair:** Perform a Factory Reset on the Mazda Connect Screen.

**Note:** Modified software will be incorporated into mass-production vehicles beginning November 3, 2020. Certain CX-5 and CX-9 vehicles produced before the mass-production change, will be reworked before shipment. Regarding the vehicles which have been already delivered to customers, please restore factory settings when in for routine service or on a customer complaint basis. Service Information will be issued for this concern.

**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.