

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>CUSTOMIZE SETTING(S) MISSING FROM MAZDA CONNECT DISPLAY</b>	<b>Bulletin No.: 16-001/21</b>
	<b>Last Issued : 04/07/2021</b>

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

2021 CX-5 vehicles (with 10.25" center display) with VINs lower than JM3KF\*\*\*\*\*336748 (produced before Nov. 3, 2020)

2021 CX-9 vehicles (with 10.25" center display) with VINs lower than JM3TC\*\*\*\*\*514848 (produced before Nov. 27, 2020)

### NOTE:

- This service bulletin supersedes "**DRW34 - 2021 CX-9 AND CX-5 MAZDA CONNECT SETTINGS CONCERN**"
- Applicable vehicles are not sold in Mexico or Canada.

## DESCRIPTION

Some customers may notice that some items such as the *View Monitor, Parking Sensor or Hands-Free Liftgate* settings do not appear in customize setting screen.

**NOTE:** This concern only applies to vehicles equipped with a 10.25" center display.

### Symptom A (applies to CX-5 Only):

Safety Settings	Setting Appears	Setting Does Not Appear
Driver Assistance System Safety Alerts Active Safety Collision Avoidance View Monitor Parking Sensor Speed Alert	Driver Assistance System Safety Alerts Active Safety Collision Avoidance Speed Alert	<p style="text-align: center;"><i><b>View Monitor Parking Sensor</b></i></p>

### Symptom B (applies to CX-5 and CX-9):

Doors	Setting Appears	Setting Does Not Appear
Hands-Free Liftgate Automatic Door Locks	Automatic Door Locks	<p style="text-align: center;"><i><b>Hands-Free Liftgate</b></i></p>

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Automatic Re-Lock Wait Time Keyless Walk Away Auto-Lock Keyless Beep Confirmation Volume Keyless Unlock Mode Restore Factory Settings	Automatic Re-Lock Wait Time Keyless Walk Away Auto-Lock Keyless Beep Confirmation Volume Keyless Unlock Mode Restore Factory Settings	
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The missing settings may be caused by improper control software of the gateway unit (GWU). To eliminate this concern, the GWU control software has been modified.

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

## REPAIR PROCEDURE

1. Verify the customer concern.

**NOTE:** After backing up the customization settings and the favorite items per the customer's request, restore all factory settings of the Communication Master Unit (CMU). After the repair, the symptoms will not recur, even if the battery is removed.

2. Record the customer's customization settings using the "**Customization Item Entry Form**" at the bottom of this service information.

**NOTE:** The customization settings will not be saved using the procedure in step 3.

3. Operate Mazda Connect and save the favorite items (i.e home, navigation destinations and radio stations, etc.) to a USB memory stick (refer to CMU BACKUP/RESTORE PROCEDURE.)

**NOTE:** The Mazda Modular Diagnostic System (M-MDS) is required.

4. Operating Mazda Connect, restore the factory setting.

- Press the "**Push Button Start**" button twice to turn the ignition ON.
- Select "**Settings**" from the Mazda Connect home screen.

Information  
Entertainment  
...  
Navigation  
**Settings**

- Select "**System Settings**".

Settings

In-Vehicle Displays  
Sound Settings  
...

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Connectivity Settings  
**System Settings**

d. Select "**Restore All Factory Settings**".

Settings System Settings

In-Vehicle Displays  
 Sound Settings  
 . . .  
 Connectivity Settings  
 System Settings  
 Clock  
 Driver Settings  
 . . .  
 System Information  
**Restore All Factory Settings**

e. Press "**Restore**" and wait one (1) minute while initializing.

f. Turn the ignition **OFF**.

4. Confirm that the missing customize setting item(s) appear correctly.

5. Restore the settings in the Mazda Connect (refer to the "**Customization Item Entry Form**").

**NOTE:** If saved in step 3, restore the saved data. (Refer to CMU BACKUP/RESTORE PROCEDURE.)

#### CMU BACKUP/RESTORE PROCEDURE

This procedure is provided to save the favorite items (i.e home, navigation destinations and radio stations, etc.) to a USB memory stick. To restore the data from the USB memory stick, refer to the "Restore" section.

#### Backup

1. Prepare a USB memory stick (4-32GB, FAT32 formatted) which contains no data.
2. Connect M-MDS to the subject vehicle.

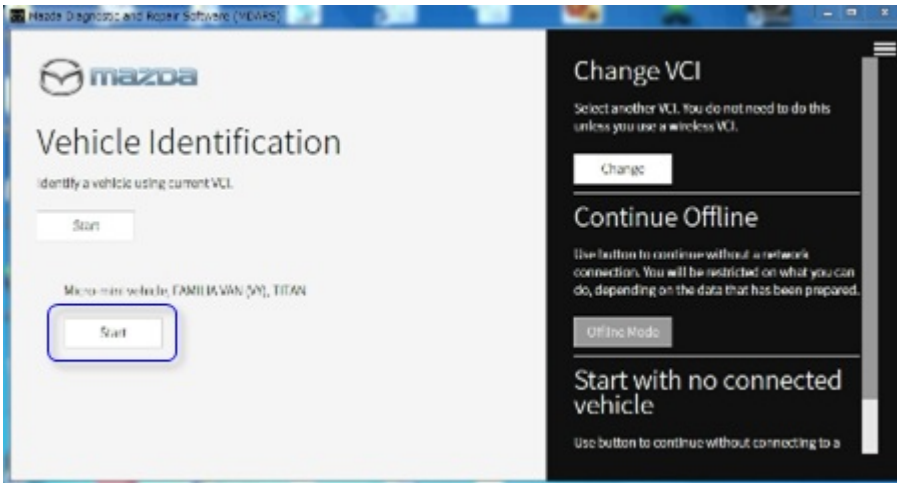
**NOTE:** MDARS requires an internet connection.

#### CAUTION:

- Low battery voltage may cause operation failure, resulting in unexpected CMU replacement.
- During operation on a 7th generation vehicle, power consumption and voltage fluctuation are higher than on 6th generation vehicles.
- Connect a battery charger to the vehicle and connect AC adapter to the PC.

3. Launch Mazda Diagnostic And Repair Software (MDARS).
4. Turn the ignition **ON** and click "**Start**".

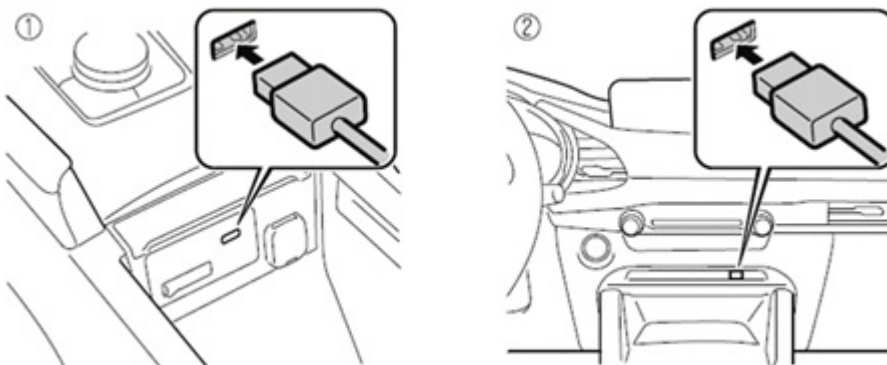
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5. Select the “**toolbox**” tab.



6. Insert the USB memory stick into the USB port.

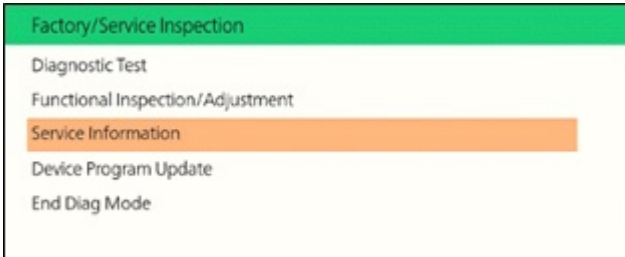


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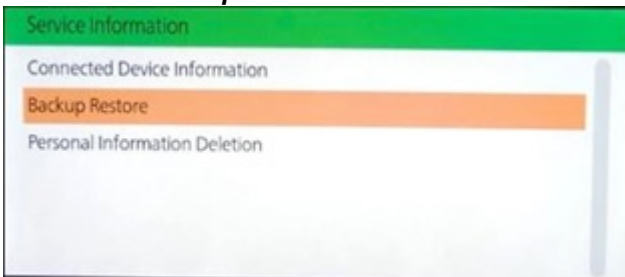
7. Press the **"Volume/Mute"** button and hold it pressed.
8. While pressing the **"Volume/Mute"** button, press the **"Music"** and **"Favorite"** buttons at the same time for 3-5 seconds. The Diagnostic Test Screen will appear.



9. Select **"Service Information"**.



10. Select **"Backup Restore"**.

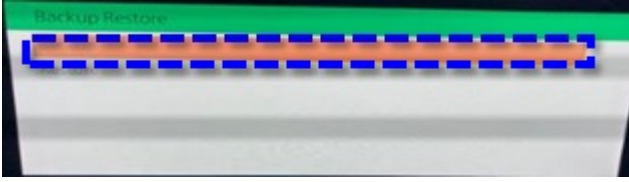


11. Confirm that **"Backup Restore"** screen is shown.

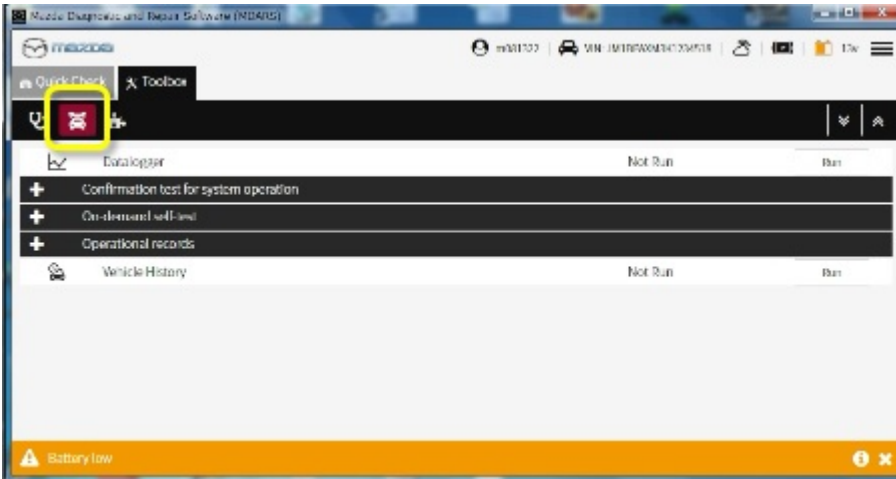
**NOTE:** **"Back up"** is grayed out and cannot be selected at this time. Following the steps to enable the **"Backup"**

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selection.

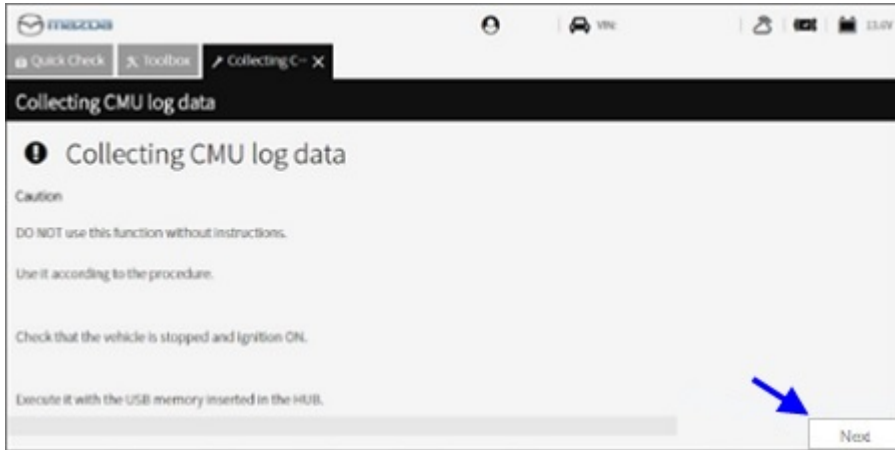


12. On MDARS, select the **Work Support** group. Select **"Mazda Connect"** then **"Collecting CMU log data"** and click **"Run"**.



13. Read the screen instructions and click **"Next"**.

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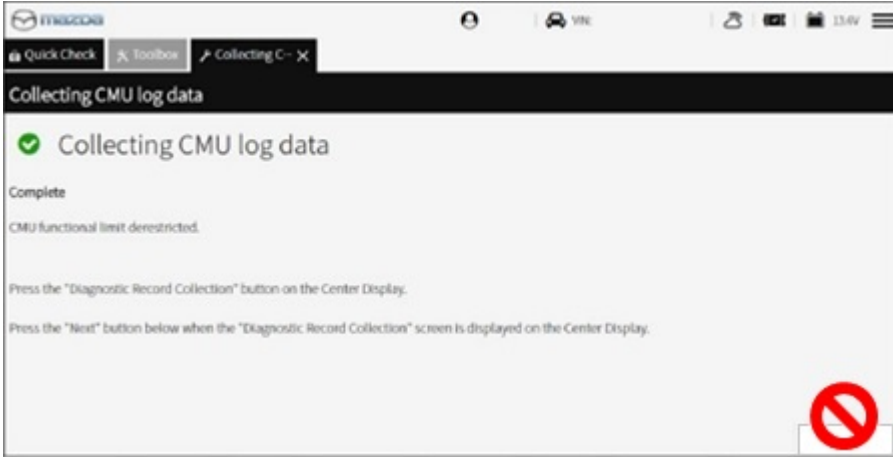


14. Wait for the process (while the progress bar is shown) until the next screen appears.

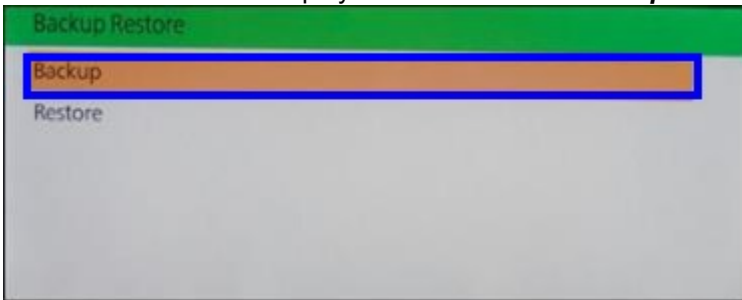


15. **DO NOT** click on “Next” at this time. If clicked, return to step 12.

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16. Look at the center display and confirm that **“Backup”** is not grayed out. Select **“Backup”**.



17. Using the commander switch, input a password consisting of 8 or more numbers.

**NOTE:**

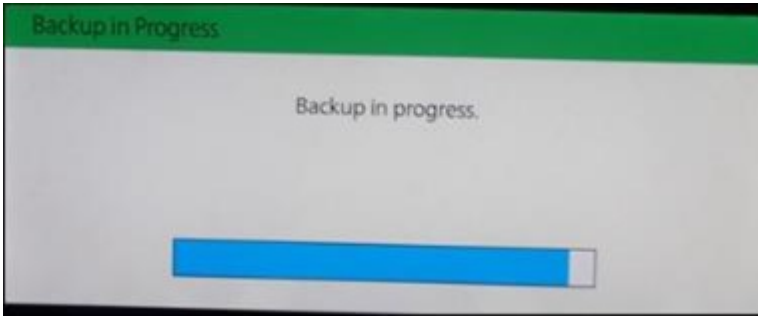
- Keep this password since it is required for the restoring process.
- An error message will appear if a shorter password is input.
- The same password can be used multiple times.



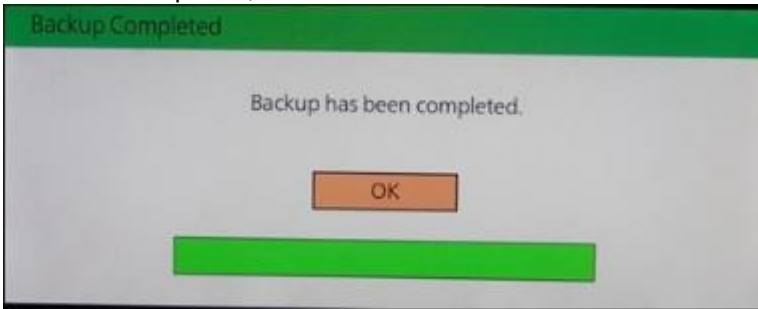
18. Wait for the backup in progress.

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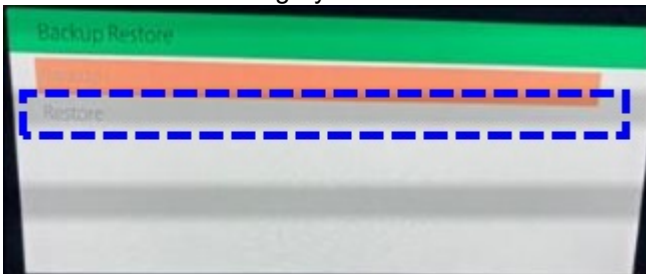
19. When completed, select **"OK"**.



## Restore

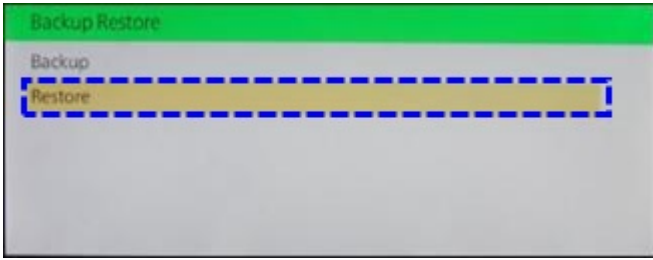
1. Perform steps 2-10 (above) for backup.
2. Confirm that the **"Backup Restore"** screen is shown.

**NOTE:** **"Restore"** is grayed out and cannot be selected at this time. Following steps enable the **"Restore"** selection.



3. Perform steps 12-15 (above) for backup (on MDARS).
4. Look at the center display and confirm that **"Restore"** is not grayed out. Select **"Restore"**.

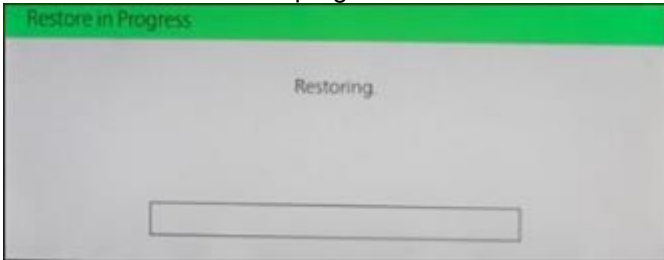
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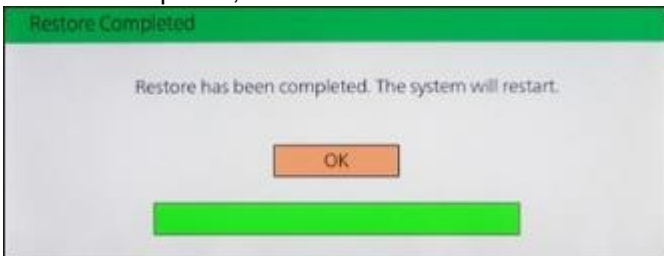
5. Input the password which was set for backup.



6. Wait for the restore in progress.



7. When completed, select "OK".



**NOTE:** The backup data on the USB memory stick is automatically deleted.

## WARRANTY INFORMATION

### NOTE:

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.

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- 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	64
Damage Code	9W
Part Number Main Cause	7777-SP-T05
Quantity	0
Operation Number / Labor Hours:	XXT1GXAX / 0.3 Hrs.

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