

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

MAZDA CONNECT REBOOTS OR SCREEN TURNS BLACK

Bulletin No.: 09-017/21

Last Issued : 06/02/2021

BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted in Red.

Previously issued TSBs:	Date issued:
09-015/20	06/03/20, 04/20/20 and 04/17/20
09-001/18	02/22/18 and 01/08/18

APPLICABLE MODEL(S)/VINS

- 2014-2016 Mazda3 (Japan built/Mexico built)
- 2017-2018 Mazda3 (Japan built) with VINs lower than JM1BN*****169265 (produced before September 12, 2017)
- 2017-2018 Mazda3 (Mexico built) with VINs lower than 3MZBN*****195058 (produced before December 19, 2017)
- 2016 Mazda6
- 2017 Mazda6 with VINs lower than JM1GL*****146174 (produced before September 12, 2017)
- 2016-2018 CX-3 with VINs lower than JM1DK*****313641 (produced before September 12, 2017)
- 2016 CX-5
- 2017 CX-5 with VINs lower than JM3KF*****214325 (produced before September 12, 2017)
- 2016-2018 CX-9 with VINs lower than JM3TC*****207204 (produced before September 12, 2017)
- 2016-2017 MX-5 (soft top) with VINs lower than JM1ND*****125203 (produced before September 12, 2017)
- 2017 MX-5 (RF) with VINs lower than JM1ND*****109425 (produced before September 12, 2017)

DESCRIPTION

Some customers may experience the MAZDA CONNECT rebooting or the screen turning black **under any temperature**. When the concern occurs, MAZDA CONNECT reboots repeatedly, and if the SD card is removed during this reboot cycle, the rebooting cycle ends. This is caused by some SD cards for the MAZDA CONNECT navigation system being manufactured with improper hardware, resulting in a data reading error. To correct the concern, the SD card hardware has been changed.

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

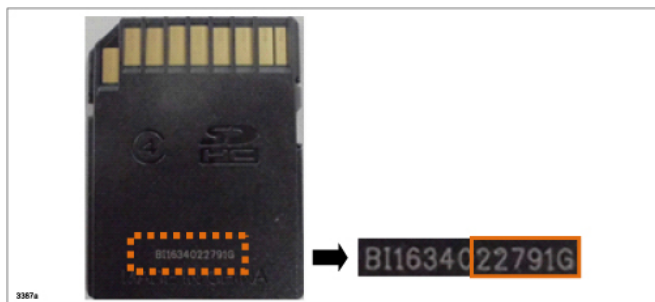
REPAIR PROCEDURE

1. Verify customer concern.

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2. Remove the SD card and check the last 6 digits of the lot number on the SD card.



- If the SD card has any of the following 6 digit lot numbers, replace it with a new SD card.

50424D	50631D	50635G	50881G	50955G
50428G	50632G	50877D	50913D	50995G

NOTE: The new SD card has a capacity of 16 GB, not 8 GB, like the original.

- If the SD card does not have any of these 6 digit lot numbers, this TSB is not applicable. Follow the instructions on MGSS for further diagnosis.

3. Verify repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
BHP1-66-EZ1N	SD Card Kit	1	Kit includes Navigation Owner's Manual

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WARRANTY INFORMATION**NOTE:**

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- 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	BHP1-66-EZ1N
Quantity	1
Operation Number / Labor Hours:	XXN8DXRX / 0.2 Hrs.

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