

Subject: DISCONTINUATION OF IN-VEHICLE DIGITAL OWNER'S MANUAL (IVDOM)	Service Alert No.: SA-049/21
	Last Issued : 10/07/2021

APPLICABLE MODEL(S)/VINS

- 2019-2021 Mazda3
- 2020-2021 CX-30

DESCRIPTION

Beginning with July 1st vehicle production, vehicles will no longer have the In-Vehicle Digital Owner's Manual (IVDOM) installed.

- 2021 CX-30 vehicles with VINs 3MVDM*****300001 or greater (produced on or after July 1, 2021)
- 2021 Mazda3 (Japan built) vehicles with VINs JM1BP*****400001 or greater (produced on or after July 1, 2021)
- 2021 Mazda3 (Mexico built) vehicles with VINs 3MZBP*****250001 or greater (produced on or after July 1, 2021)

The IVDOM was first launched for 7th Generation vehicles (2019-2021 Mazda3 & 2020-2021 CX-30) to improve usability and accessibility of the Owner's Manual (OM) information and to reduce the number of OM pages. However, the situation surrounding the IVDOM has changed since then:

- The instrument cluster and center display provide the driver with sufficient information when an operational question arises or when a vehicle malfunction occurs.
- OM digitalization has been accelerating and consumer products and acceptance is rapidly growing with the spread of mobile internet devices.
- It has become increasingly difficult for the IVDOM to meet Cyber Security (CS) / Software Update (SU) regulation requirements.

Due to these factors, Mazda has decided to discontinue the IVDOM and will shift their primary focus to the online Interactive Digital OM.

NOTE:

- Continue installing IVDOM at PDI for all CX-30 & Mazda3 vehicles built prior to the July 1, 2021 production shown above.
- IVDOM will continue to be available for retail vehicles previously equipped with IVDOM under Infotainment tab -> MAZDA CONNECT updates.
- For vehicles previously installed with IVDOM, IVDOM must be reinstalled if the CMU (Connectivity Master Unit) is

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replaced during a vehicle repair.

- The PDI Vehicle Receiving Process (Step 1) form will be updated accordingly.
- Confirm that MAZDA CONNECT is at the latest software version shown on MGSS.

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