Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

MAZDA

Subject:	
MAZDA CONNECT SYMPTOM TROUBLESHOOTING (7TH GENERATION VEHICLES)	Service Alert No.: SA-004/22
	Last Issued : 09/08/2022

BULLETIN NOTES

This service alert supersedes the previously issued service alert listed below. The changes are noted in Red text.

Previous Service Alert:	Date(s) Issued:
SA-004/22	08/24/22, 06/09/22, 05/12/22, 04/04/22 and 02/01/22
SA-027/21	12/21/21, 09/28/21, 06/24/21 and 04/07/21
SA-027/20	10/16/20, 09/22/20, 09/11/20, 07/16/20, 06/23/20, 04/08/20, 03/19/2020 and 02/11/20
SA-042/19	12/12/19 and 09/25/19

APPLICABLE MODEL(S)/VINS:
2019-2022 Mazda3
2020-2022 CX-30
2021-2022 CX-5
2021-2022 CX-9
2022 MX-30
2023 CX-5

DESCRIPTION

Customers having MAZDA CONNECT concerns should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

NOTE: Before proceeding:

- Document the vehicle's current MAZDA CONNECT CMU software version.
- Document customer device Brand/Model/Model Number/software version on the repair order.
- Confirm that the Connectivity Master Unit (CMU) is updated to the latest software version.
  - Go to MGSS -> Infotainment -> MAZDA CONNECT Updates
  - Go to TSB 16-001/20 to view MAZDA CONNECT CMU software fix list.
- If possible, complete any one of the Microsoft Forms Questionnaires. Go to MGSS -> Infotainment -> MAZDA CONNECT Questionnaire.

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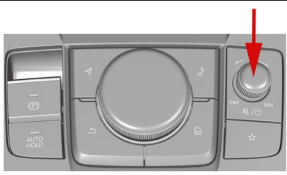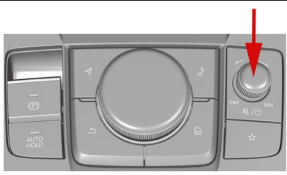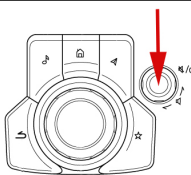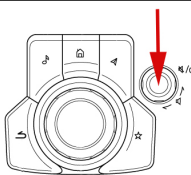- Confirm that the customer's device is compatible. Go to connect.mazda.com -> Support -> Compatibility.
- Confirm that the customer's device is updated to the latest software version.
- If CMU log data collection is necessary, collect the data and continue troubleshooting using this document. If no failure is found, release the vehicle to the customer and inform them that the infotainment system data is being analyzed. Hotline will contact you at a later date with the results.
- Apple Carplay/Android Auto FAQ, go to SA-001/19.
- If you suspect a counterfeit Navi SD card, ask the customer for proof of purchase. It cannot be determined by visually looking at the label. If Mazda Toolbox is used and a counterfeit SD card is detected, the customer VIN may be locked-out.

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No. 1 Blank Screen

Step	Inspection	Result	Action
1	Is the Rear View Camera displayed?	Yes	Go to step 2.
		No	Refer to No. 2. Rear View Camera is not displayed.
2	Press and hold the Power Button. Is the screen displayed correctly? Mazda3, CX-30, MX-30 / CX-5, CX-9	Yes	Normal Operation.
		No	Go to step 3.
3	Press the "HOME" button. Is the HOME screen displayed correctly?	Yes	Normal Operation.
		No	Go to step 4.
4	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis.
		No	2019-2020 vehicles - Go to step 7. 2021-2022 vehicles - Go to step 5.
5	Except CX-50 - Go to 16-004/22. Is the CMU Serial Number within the affected range? CX-50 - Go to Step 8	Yes	Replace the CMU per 16-004/22 instructions. Update the replacement CMU to the latest software version (see MGSS -> Infotainment/TCU -> MAZDA CONNECT Updates).
		No	2021-2022 CX-5 and CX-9 - Update CMU software version to 7000C0A-NA03_11040 or later, then go to step 6. 2021-2022 Mazda3, CX-30 and MX-30 - Retrieve CMU log data and contact Hotline for additional support.
6	2021-2022 CX-5 and CX-9 - Did CMU software version 7000C0A-NA03_11040 or later correct customer concern?	Yes	Repair complete.
		No	Retrieve CMU log data and contact Hotline for additional support.
7	2021-Current CX-5 - Inspect connector C-16 for corrosion due to liquid spill. Is corrosion found at C-16? Other models - Go to next step.	Yes	Repair as necessary.
		No	Go to next step.
8	Is there a device connected to the USB port?	Yes	Go to step 9.
		No	Go to step 10.
9	Disconnect the USB device. Does the display function properly after USB device is disconnected?	Yes	USB device is not compatible.

		No	Go to step 10.
10	Is the connector for the Center Display inserted correctly?	Yes	Go to step 11.
		No	Insert the connector correctly.
11	Are the connectors for the CMU inserted correctly?	Yes	Go to step 12.
		No	Insert the connectors correctly.
12	Is the CMU voltage out (PWR CTRL OUT) at 0920-101A Terminal 1S, SB wire, of the CMU normal?	Yes	Go to step 13.
		No	Go to step 14.
13	Swap the Center Display with good known vehicle. Is the screen display normal?	Yes	Check / Replace the Center Display.
		No	Go to step 14.
14	Swap the CMU with good known vehicle. Is the screen display normal?	Yes	Check / Replace the CMU. • Retrieve CMU log data if possible before replacing the CMU. • Document date and time of the condition. • Document customer device Brand/Model/Model Number/ software version on the repair order.
		No	Repair / Replace wiring harness. Go to MGSS View Content -> Wiring Diagram -> Body and Accessories -> Entertainment System.

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No. 2 Rear View Camera is not displayed

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis.
		No	Go to step 2.
2	Is the vehicle equipped with 360 View Monitor?	Yes	Go to step 3.
		No	Go to step 4.
3	Is the Front Camera and Side Cameras displayed normally?	Yes	Check / Replace the 360 View Monitor control unit.
		No	Go to step 4.
4	Are images other than the Rear View Camera displayed?	Yes	Go to step 5.
		No	Go to No. 1 Blank Screen.
5	Go to No 12 How to Check VIN Does the VIN match to customer vehicle VIN?	Yes	Go to step 6.
		No	Swap CMU(s) to correct vehicle(s) or replace CMU.
6	Is the connector for the Rear View Camera Inserted correctly?	Yes	Go to step 7.
		No	Insert the connector correctly.
7	Is the connector for the Center Display Inserted correctly.	Yes	Go to step 8.
		No	Insert the connector correctly.
8	Are the connectors for the CMU Inserted correctly.	Yes	Go to step 9.
		No	Insert the connectors correctly.
9	Swap the Rear View Camera with good known vehicle. Is the screen display normal?	Yes	Check / Replace the Rear View Camera See TSB 09-021/19.
		No	Go to Step 10.
10	Swap the CMU with good known vehicle. Is the screen display normal?	Yes	Check / Replace the CMU. • Retrieve CMU log data if possible before replacing the CMU. • Document date and time of the condition.
		No	Repair / Replace wiring harness. Go to MGSS View Content -> Wiring Diagram -> Body and Accessories -> Entertainment System.

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No. 3 Rebooting

Step	Inspection	Result	Action
1	Is the customers device a Doro 7050, 7060 phone that is connected by bluetooth?	Yes	Update CMU software version to 7000C0A-NA01_11006 or later.
		No	Go to next step.
2	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis.
		No	Go to step 3.
3	Does the reboot continue after removing the Navigation SD card?	Yes	2019-2020 vehicles - Go to step 6. 2021-2022 vehicles - Go to step 4.
		No	Check / Replace the Navigation SD card. Go to SA-014/21 if applicable.
4	Except CX-50 - Go to 16-004/22. Is the CMU Serial Number within the affected range? CX-50 - Go to Step 6	Yes	Replace the CMU per 16-004/22 instructions. Update the replacement CMU to the latest software version (see MGSS -> Infotainment/TCU -> MAZDA CONNECT Updates).
		No	2021-2022 CX-5 and CX-9 - Update CMU software version to 7000C0A-NA03_11040 or later, then go to step 5. 2021-2022 Mazda3, CX-30 and MX-30 - Retrieve CMU log data and contact Hotline for additional support.
5	2021-2022 CX-5 and CX-9 - Did CMU software version 7000C0A-NA03_11040 or later correct customer concern?	Yes	Repair Complete.
		No	Retrieve CMU log data and contact Hotline for additional support.
6	Is there a device connected to the USB port?	Yes	Go to step 7.
		No	Go to step 8.
7	Disconnect the USB device. Does the reboot stop after USB device is disconnected?	Yes	USB device is not compatible.
		No	Go to step 8.
8	Does the reboot continue after ignition key OFF then back ON?	Yes	Go to step 9.
		No	Check / Replace the CMU.

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			• Retrieve CMU log data if possible before replacing the CMU. • Document date and time of the condition. • Document customer device Brand/Model/Model Number/software version on the repair order.
9	Does the reboot continue after vehicle battery disconnect?	Yes	Check / Replace the CMU. • Retrieve CMU log data if possible before replacing the CMU. • Document date and time of the condition. • Document customer device Brand/Model/Model Number/software version on the repair order.
		No	No repair needed.

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No. 4 Infotainment System Has No Sound

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	• DTC U3000:49 stored, Mazda3, CX-30 built after 7/1/2021 - Update CMU to CMU_ 7000C0A-NA06_12012 or later. • DTC U3000:49 stored, MX-30 - Update CMU to CMU_7000C0A-NA02_11036 or later. • Except DTC U3000:49 - Go to MGSS for DTC diagnosis.
		No	• 2021-2022 CX-5 and CX-9 - Update CMU software version to 7000C0A-NA03_11040 or later, then go to step 2. • 2021-2022 Mazda3 and CX-30 built after July 1, 2021 - Update CMU software version to 7000C0A-NA06_12012 or later, then go to step 2. • 2022 MX-30 - Update CMU software version to 7000C0A-NA02_11036 or later, then go to step 2. • Except vehicles listed above - Go to step 3.
2	• 2021-2022 CX-5 and CX-9 • 2021-2022 Mazda3 and CX-30 • 2022 MX-30 Did CMU software correct customer concern?	Yes	Repair Complete.
		No	Go to step 3.
3	Is sound normal other than navigation guidance?	Yes	Go to step 4.
		No	Go to step 5.
4	Can you hear the voice after raising the navigation volume?	Yes	Normal Operation.
		No	Go to step 6.
5	Can you hear sound after turning on audio mode?	Yes	Normal Operation.
		No	Go to step 7.
6	Replace the Navigation SD Card. Can you hear voice after Navigation SD Card replacement?	Yes	Repair complete.
		No	Check / Replace the CMU. • Retrieve CMU log data if possible before replacing the CMU. • Document date and time of the condition.

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7	Can you hear sound after raising the volume of audio?	Yes	Normal Operation.
		No	Go to step 8.
8	<< Source: USB/iPod >> Are there any problems with the media and the music files? << Source: Radio >> Are there any problems with the antenna and the reception? << Source: Bluetooth Audio >> Are there any problems with Bluetooth?	Yes	<< Source: USB/iPod >> Check the media and the compatible files. << Source: Radio >> Check the antenna, the reception, and the Remote Tuner side. << Source: Bluetooth Audio >> Check the Bluetooth connection and the Bluetooth device.
		No	Go to step 9.
9	Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" and perform Functional Inspection/ Adjustment -> Active Speaker Check Function -> Speaker Inspection. Did the Speaker Inspection Pass?	Pass	Check / Replace the CMU. • Retrieve CMU log data if possible before replacing the CMU. • Document date and time of the condition. • Document customer device Brand/Model/ Model Number/software version on the repair order.
		Fail	Go to step 10.
10	Is the connector for the Speaker(s) that failed inserted correctly?	Yes	Go to step 11.
		No	Insert the connector correctly.
11	Is the connector for the amplifier inserted correctly?	Yes	Go to step 12.
		No	Insert the connector correctly.
12	Are the CMU connectors inserted correctly?	Yes	Go to step 13.
		No	Insert the connectors correctly.
13	Swap speakers from good known vehicle. Can you hear sound?	Yes	Check / Replace the speakers.
		No	Go to step 14.
14	Swap the Amplifier from known good vehicle. Can you hear sound?	Yes	Check / Replace the Amplifier.
		No	Go to step 15.
15	Swap the Remote Tuner from known good vehicle. Can you hear sound?	Yes	Check / Replace the Remote Tuner Review the following for possible cause of Remote Tuner failure. • CX-30 - Review SA-035/21 and 09-020/21. • Mazda3 - Review 09-020/21. • CX-5 and CX-9 - Inspect Remote Tuner for external water corrosion. Contact the Mazda National Technical Hotline before attempting any repairs.
		No	Go to step 16.
16	Swap the CMU from known good	Yes	Check / Replace the CMU.

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	vehicle. Can you hear sound?		• Retrieve CMU log data if possible before replacing the CMU. • Document date and time of the condition. • Document customer device Brand/Model/Model Number/software version on the repair order.
		No	Repair/Replace wiring harness. Go to MGSS View Content -> Wiring Diagram -> Body and Accessories -> Entertainment System.

No. 5 Commander Switch Does Not Work

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis.
		No	Go to step 2.
2	Does the Commander Switch work correctly?	Yes	Go to step 3.
		No	Go to step 4.
3	Does the Steering Wheel Switch work correctly?	Yes	Normal Operation.
		No	Go to step 5.
4	Is fuse F13 missing?	Yes	Go to SA-025/19.
		No	Go to step 8.
5	Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" Perform Functional Inspection/Adjustment -> Steering SW Inspection -> Did the Steering SW Inspection Pass?	Pass	Go to step 6.
		Fail	Go to MGSS STEERING SWITCH INSPECTION.
6	Is the connector for the CMU inserted correctly?	Yes	Go to step 7.
		No	Insert the connector correctly.
7	Swap the CMU from known good vehicle. Does the Steering Wheel Switch work correctly?	Yes	Check / Replace the CMU. • Retrieve CMU log data if possible before replacing the CMU. • Document date and time of the condition.
		No	Repair/Replace wiring harness. Go to MGSS View Content -> Wiring Diagram -> Body and Accessories -> Entertainment System.
8	Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]"	Pass	Check / Replace the CMU. • Retrieve CMU log data if possible before

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	Perform Functional Inspection/Adjustment -> Touch Pad/Commander Inspection -> Commander switch inspection. Did the Commander switch inspection Pass?		replacing the CMU. • Document date and time of the condition.
		Fail	Go to step 9.
9	Is the connector for the Commander Switch inserted correctly?	Yes	Go to step 10.
		No	Insert the connector correctly.
10	Are the CMU connectors inserted correctly?	Yes	Go to step 11.
		No	Insert the connectors correctly.
11	Swap the Commander Switch with good known vehicle. Does the Commander Switch work correctly?	Yes	Check / Replace the Commander Switch.
		No	Go to step 12.
12	Swap the CMU from known good vehicle. Does the Commander Switch work correctly?	Yes	Check / Replace the CMU. • Retrieve CMU log data if possible before replacing the CMU. • Document date and time of the condition.
		No	Repair/Replace wiring harness. Go to MGSS View Content -> Wiring Diagram -> Body and Accessories -> Entertainment System.

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No. 6 Bluetooth device will not pair

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis.
		No	Go to step 2.
2	Is Bluetooth enabled on the customers device?	Yes	Go to step 3.
		No	Enable Bluetooth on the customers device.
3	Is the customers device paired to the vehicle?	Yes	Go to step 4.
		No	Pair the customers device to the vehicle.
4	Is the customers device selected in MAZDA CONNECT settings?	Yes	Go to step 5.
		No	Select the customers device from Bluetooth settings.
5	Delete the device from MAZDA CONNECT and then re-pair it. Does Bluetooth work correctly?	Yes	Normal Operation.
		No	Go to step 6.
6	Go to connect.mazda.com -> Support -> Compatibility. Is the customers device compatible?	Yes	Go to step 7.
		No	The customers device is not compatible.
7	Does the same symptom occur on another same model/year vehicle?	Yes	Go to step 8.
		No	Check / Replace the CMU. • Document customer device Brand/Model/Model Number/software version/occurrence of the condition on the repair order. • Retrieve CMU log data if possible before replacing the CMU. • Document date and time of the condition.
8	Reboot the customers device. Does Bluetooth work correctly?	Yes	Vehicle operation is normal.
		No	Check / Replace the CMU. • Document device model, software version and occurrence of the condition. • Retrieve CMU log data if possible before replacing the CMU. • Document date and time of the condition. • Document customer device Brand/Model/Model Number/software version on the repair order.

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No. 7 Incorrect GPS position

Step	Inspection	Result	Action
1	Go to MAZDA CONNECT -> Navi menu, Travel Information -> Where Am I? -> Settings -> GPS information -> Check Available Satellites. *or* Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" and perform Functional Inspection/Adjustment -> Navi System Inspection -> Check GPS Received Level. Does the Navi system show correct vehicle position?	Yes	Normal Operation.
		No	Go to step 2.
2	Using M-MDS, are any of the following DTC's stored? - B119F:13, GPS antenna signal circuit malfunction (short to power or open circuit) - B119F:2B, GPS antenna signal circuit malfunction (short to ground)	Yes	Go to step 4.
		No	Go to step 3.
3	Is the wheel and tire size correct according to the tire label?	Yes	Go to step 9.
		No	Swap wheels/tires with correct size. If issue is fixed, inform the customer.
4	Is the GPS antenna connector secured properly?	Yes	Go to step 5.
		No	Insert the connector correctly.
5	Is the GPS wiring harness open or shorted?	Yes	Repair / Replace GPS wiring harness.
		No	Go to TSB 09-021/20.
6	Did TSB 09-021/20 resolve the concern?	Yes	Repair Complete.
		No	Go to step 7.
7	Are the CMU connectors secured properly?	Yes	Go to step 8.
		No	Insert the connectors correctly.
8	Is the CMU wiring harness open or shorted?	Yes	Repair / Replace CMU wiring harness.
		No	Go to step 9.
9	Replace GPS antenna. Does the Navigation system show correct position?	Yes	Repair completed.
		No	Check / Replace the CMU. • Document date and time of the condition. • Retrieve CMU log data if possible before replacing the CMU.

			• Retrieve CMU backup data if possible before replacing the CMU.
10	Using M-MDS, is DTC B119F:49 stored? (Communication error with GNSS)	Yes	Go to step 11.
		No	Go to step 13.
11	Are the CMU connectors secured properly?	Yes	Go to step 12.
		No	Insert the connectors correctly.
12	Is the CMU wiring harness open or shorted?	Yes	Repair / Replace CMU wiring harness.
		No	Check / Replace the CMU. • Document date and time of the condition. • Retrieve CMU log data if possible before replacing the CMU. • Retrieve CMU backup data if possible before replacing the CMU.
13	Check / Replace the CMU. • Document date and time of the condition. • Retrieve CMU log data if possible before replacing the CMU. • Retrieve CMU backup data if possible before replacing the CMU. Did DTC B119F:49 clear?	Yes	Repair completed.
		No	Repair / Replace GPS antenna.

NOTE: Remove aftermarket GPS devices that may interfere with vehicle GPS antenna.
Example: Some radar detectors may emit radio waves that interfere with the vehicle GPS antenna.

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No. 8 Voice Recognition Does Not Work

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis.
		No	Go to step 2.
2	Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" and perform Functional Inspection/Adjustment -> Steering SW Inspection -> Did the Steering SW Inspection Pass?	Pass	Go to step 3.
		Fail	Go to MGSS STEERING SWITCH INSPECTION.
3	Go to MGSS "DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]" and perform Functional Inspection/Adjustment -> Microphone Inspection -> Did the Microphone Inspection Pass?	Pass	Check / Replace the CMU. • Retrieve CMU log data if possible before replacing the CMU. • Document date and time of the condition.
		Fail	Go to MGSS MICROPHONE INSPECTION.

No. 9 Cannot Make a Hands-Free Call

Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis.
		No	Go to step 2.
2	Is Bluetooth enabled on the customers device?	Yes	Go to step 3.
		No	Enable Bluetooth on the customers device.
3	Is the customers device data service strength good?	Yes	Go to step 4.
		No	Move to a location where data service strength is good and retest.
4	Is the customers device paired to the vehicle?	Yes	Go to step 5.
		No	Pair the customers device to the vehicle.
5	Is the customers device selected in MAZDA CONNECT settings?	Yes	Go to step 6.
		No	Select the customers device from Bluetooth settings.
6	Delete the device from MAZDA CONNECT and then re-pair it. Does Bluetooth work correctly?	Yes	Normal Operation.
		No	Go to step 7.
7	Go to connect.mazda.com -> Support -> Compatibility. Is the customers device compatible?	Yes	Go to step 8.
		No	The customers device is not compatible.
8	Does the same symptom occur on	Yes	Go to step 9.

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	another same model/year vehicle?	No	Go to step 10.
9	Reboot the customers device. Does Bluetooth work correctly?	Yes	Vehicle operation is normal.
		No	Go to step 10.
10	Is the Bluetooth device in a place where radio waves may be blocked? (Behind or under a sheet, in a box, in a purse/bag, ext.)	Yes	Move the Bluetooth device away from hidden location.
		No	Go to step 11.
11	Is the Bluetooth device contacting or blocked by metal objects?	Yes	Move the Bluetooth device away from metal objects.
		No	Go to step 12.
12	Is a Bluetooth device and a USB device connected at the same time?	Yes	Disconnect other USB device.
		No	Go to step 13.
13	Does the problem occur in a specific geological location only?	Yes	Move to a different location. This may be caused by electrical interference by radio stations, specific small power radio stations, or amateur radio stations for mobile identification used in industrial, scientific and medical devices.
		No	Go to step 14.
14	Does the same symptom occur on another Bluetooth device?	Yes	Go to step 15.
		No	The customers device is not compatible.
15	Does the voice recognition system operate using other functions such as Bluetooth Audio?	Yes	Check / Replace the CMU. • Document customer device Brand/Model/Model Number/software version/occurrence of the condition on the repair order. • Retrieve CMU log data if possible before replacing the CMU. • Document date and time of the condition.
		No	Go to No. 8 Voice Recognition Does Not Work.

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No. 10 Cannot Play Bluetooth Audio
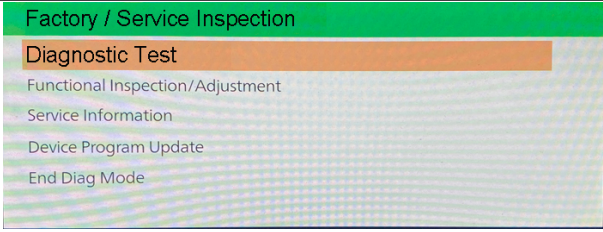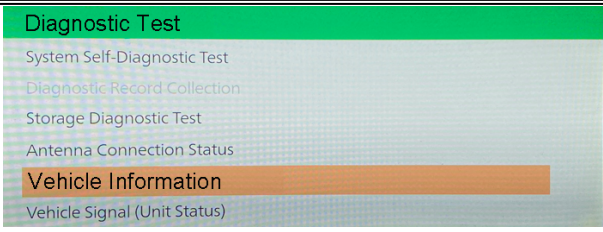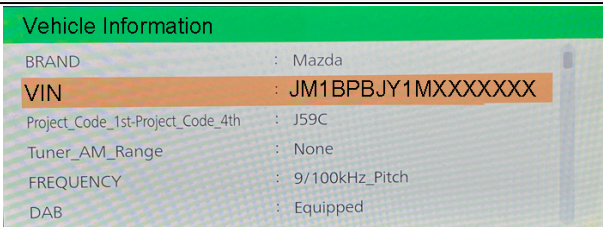
Step	Inspection	Result	Action
1	Using M-MDS, are any infotainment system DTC's stored?	Yes	Go to MGSS for DTC diagnosis
		No	Go to step 2.
2	Is Bluetooth enabled on the customers device?	Yes	Go to step 3.
		No	Enable Bluetooth on the customers device.
3	Is the customers device data service strength good?	Yes	Go to step 4.
		No	Move to a location where data service strength is good and retest.
4	Is the customers device battery strength good?	Yes	Go to step 5.
		No	Connect the customers device to a charger or recharge the device, then retest.
5	Is the customers device paired to the vehicle?	Yes	Go to step 6.
		No	Pair the customers device to the vehicle.
6	Is the customers device selected in MAZDA CONNECT settings?	Yes	Go to step 7.
		No	Select the customers device from Bluetooth settings.
7	Delete the device from MAZDA CONNECT and then re-pair it. Does Bluetooth work correctly?	Yes	Normal Operation.
		No	Go to step 8.
8	Go to connect.mazda.com -> Support -> Compatibility. Is the customers device compatible?	Yes	Go to step 9.
		No	The customers device is not compatible.
9	Does the same symptom occur on another same model/year vehicle?	Yes	Go to step 10.
		No	Go to step 11.
10	Reboot the customers device. Does Bluetooth work correctly?	Yes	Vehicle operation is normal.
		No	Go to step 11.
11	Is the Bluetooth device in a place where radio waves may be blocked? (Behind or under a sheet, in a box, in a purse/bag, ext.)	Yes	Move the Bluetooth device away from hidden location.
		No	Go to step 12.
12	Is the Bluetooth device contacting or blocked by metal objects?	Yes	Move the Bluetooth device away from metal objects.
		No	Go to step 13.
13	Is a Bluetooth device and a USB device connected at the same time?	Yes	Disconnect other USB device.
		No	Check / Replace the CMU. • Document customer device Brand/Model/Model Number/software version/occurrence of the condition on the repair order. • Retrieve CMU log data if possible before

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			replacing the CMU.
			• Document date and time of the condition.

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No. 11 How to Check VIN

1	Use MGSS DIAGNOSTIC ASSIST FUNCTION and select Diagnostic Test.	Factory / Service Inspection Diagnostic Test Functional Inspection/Adjustment Service Information Device Program Update End Diag Mode
2	Select Vehicle Information verification.	Diagnostic Test System Self-Diagnostic Test Diagnostic Record Collection Storage Diagnostic Test Antenna Connection Status Vehicle Information Vehicle Signal (Unit Status)
3	Document the VIN.	Vehicle Information BRAND : Mazda VIN : JM1BPBJY1MXXXXXXX Project_Code_1st-Project_Code_4th : J59C Tuner_AM_Range : None FREQUENCY : 9/100kHz_Pitch DAB : Equipped

4	Does the VIN match the vehicle?	Yes	Inspection Complete.
		No	Swap CMU(s) to correct vehicle(s) or replace CMU.

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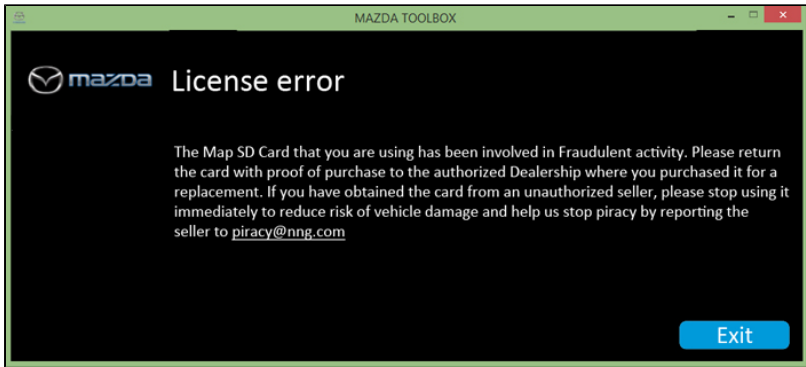**No. 12 How to update the Navigation SD Card Map**

Go to Mazdausa.com
Select Owners → How to Use → Add vehicle year/model → VEHICLE RESOURCES → NAVIGATION SYSTEM → Map Update Guide
    Note: The customer will be instructed to download the Mazda Toolbox App.

VEHICLE RESOURCES

OWNER'S MANUALS   +

NAVIGATION SYSTEM   –

⬇ 2021 Mazda3 Hatchback
    Navigation Owner's Manual

⧉ Map Update Guide

SIRIUSXM ¹ SATELLITE RADIO   +

BLUETOOTH GUIDE ® ²   +
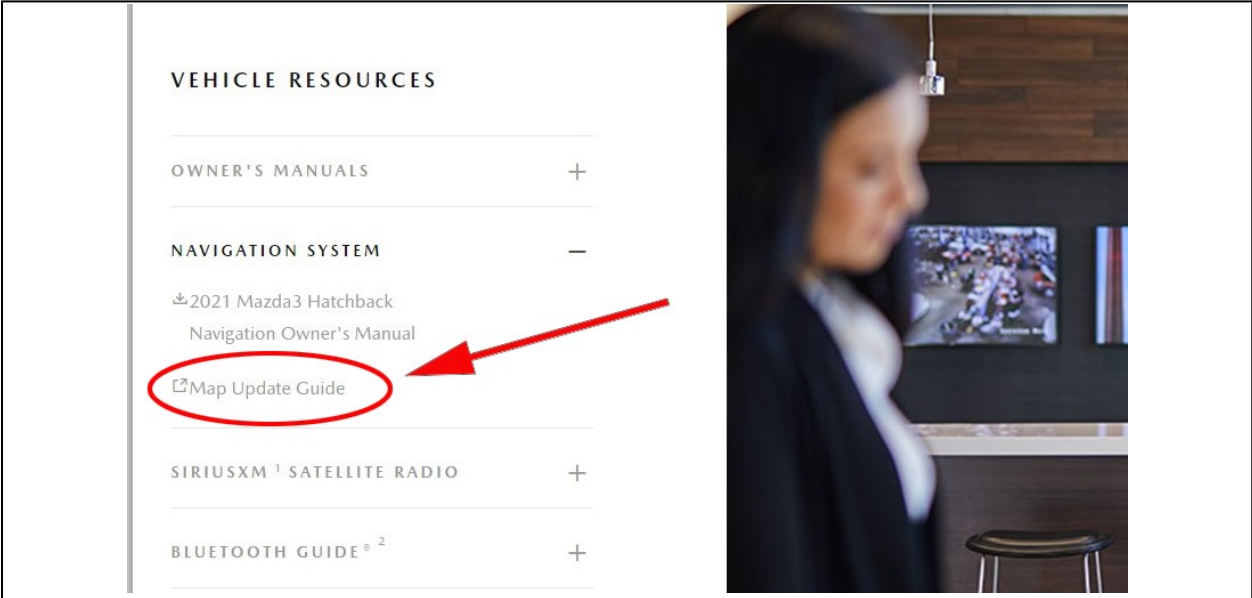
License Error message in Mazda Toolbox

MAZDA TOOLBOX

⬤ mazda **License error**

The Map SD Card that you are using has been involved in Fraudulent activity. Please return the card with proof of purchase to the authorized Dealership where you purchased it for a replacement. If you have obtained the card from an unauthorized seller, please stop using it immediately to reduce risk of vehicle damage and help us stop piracy by reporting the seller to piracy@nng.com

Exit

Customer is locked out of map update on Mazda Toolbox due to unauthorized or counterfeit navigation SD card.

How to unlock the customer account in Mazda Toolbox
1. Purchase a Genuine Mazda Navigation SD card.
2. Customer or dealer must contact NNG helpdesk by email at piracy@nng.com and request customer account unlock.

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	NOTE: NNG may require proof of purchase to unlock the customer account.
Free map update period has expired	
	Customer needs to go to "Buy content" to purchase map update.
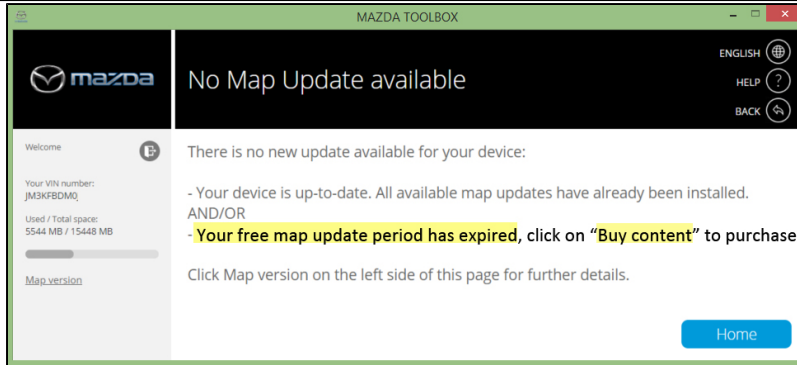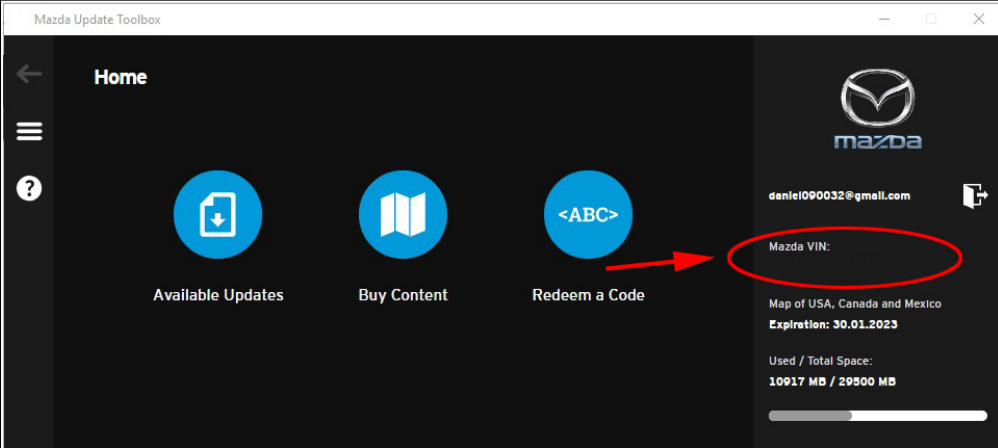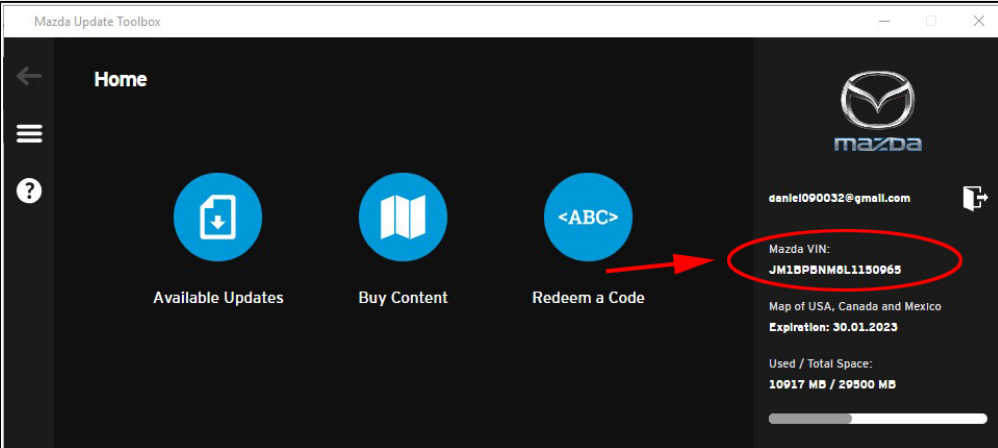
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No. 13 How to Check Navi SD Card VIN Lock

Go to Mazda Toolbox (Version 5)	
Navi SD Card VIN Unlocked (VIN is blank)	
Navi SD Card VIN Locked (VIN is present)	

No. 14 How to Report Navigation Map Error or Missing Location

	Navigation system does not contain a road that I know it exists and I am certain I have the most recent map update available.
1.	Advise the customer to go to mapcreator.here.com
2.	Customer will need to create a mapcreator.here.com Log In
3.	Customer can use the HERE website to report map error or missing location. Point, click and report missing address. **Note**: Inform the customer that the map correction may take up to 6 months to appear on the latest map update.