Service Bulletin

Mazda North American Operations Irvine, CA 92618-2922



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Subject.

ject:		Bulletin No:	09-022/15	
	MAZDA CONNECT FUNCTIONALITY CONCERNS	Last Issued:	08/10/2015	

BULLETIN NOTE

- This bulletin supersedes the previous bulletins 09-022/15 issued on 06/02/15, 06/10/15 and 07/01/15, 09-006/14 issued on 01/24/14, 03/25/14, 03/28/14, 04/23/14, 05/01/14, 06/05/14 and 09/16/14, and 09-034/13 (MSP41) issued on 12/4/13. The APPLICABLE MODEL(S)/VINS, DESCRIPTION, REPAIR PROCEDURE and WARRANTY INFORMATION have been revised.
- · Changes are noted below in Red beside the change bar.

APPLICABLE MODEL(S)/VINS

2014-16 Mazda3

2016 Mazda6

- 2016 CX-3
 - 2016 CX-5
- 2016 MX-5

DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 55.00.753 or later).

- Turn -by-turn navigation guidance does not display on on the active driving display (for vehicles with 55.00.750).
- Every time the navigation is turned on, the vehicle position starts from the location (dealer) where the CMU
 was updated from version 55.00.650 to 55.00.750.
- · Navigation or other screen turn black, freeze or reboot.
- System does not recognize USB/SD card.
- · Some menu of music source selection is grayed out.
- · When using the call button on the cell phone to make a call, the call sound is short.
- · Favorites disappear.
- · Vehicle current position is not accurate enough.
- · Rear view monitor does not show up on screen.
- · Text information of HD radio is not displayed when switching music source.
- When asking for current location with voice command "Where am I?", the system responds with "Your location is comma."
- · Contact information cannot be loaded correctly from phones other than iPhone.
- **NOTE:** Mazda is working to make further improvements to the Mazda Connect Infotainment System software, and may issue future software updates to improve system operation and performance. Software version updates can be found on MS3 under IDS/Infotainment.

Customers having any of these concern should have their vehicle repaired using the following repair procedure.

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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.

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REPAIR PROCEDURE

- 1. Verify customer concern.
- 2. Update MAZDA CONNECT with software version 55.00.753 or later using the following instructions.
 - CAUTION: More than one software version can be placed on a memory stick, but Mazda recommends placing only one version on a memory stick to avoid updating the system with the wrong version.

MAZDA CONNECT Software Version Verification Procedure

1. Select "Settings" from the Home screen to check the software version.



2. Select "System" and scroll down to the "About" option.

\otimes	«	Clock	Vehicle	Devices	System	>	« CI	ock Ve	hicle	Devices	Syste	m
		Tool Tips			ď		Tem	5		۰F		C.
		Language			US English	› [⊂) ∧ [Dist	ance		Mile	es Ki	
		Temp		*F	*C		Mus	ic Databas	e Updat	te		
		Distance		Miles	Km		Fact	ory Reset				
		Music Dat	abase Updat	te			Abo	rt				

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3. Select "Version Info" from the "About" screen.

	System Settings	* 2:11
	About	
	Agreements and Disclaimers	
	Version Info	
\leq		

4. Make sure the software version is 55.00.753 or later, then select OK. If it is not 55.00.753 or later, update the system using a USB memory stick with the latest software according to the "Reflash Procedure." If needed, refer to "Downloading Update Software to a USB Memory Stick (for additional USB memory sticks)" below.

	System Update	⊫ 12:00
≪	OS Version is 55.00.753	
	Music Database Version is 00.00.01	2
	ОК	
2831d1		

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Downloading Update Software to a USB Memory Stick (for additional USB memory sticks)

- 1. Install the USB memory stick with a minumum 2G of memory into the USB port of a computer with internet access.
 - NOTE: The update files can also be copied from one USB memory stick to another.
- 2. Go to "Start" and select "Computer," then double-click on the memory stick "removable disk" (A).
 - NOTE: The memory stick may have a different name. Look for "Removable Disk."

Organize System properites	Uninstall or change a program	Map network drive Open Control Panel	
🕆 Favorites	Name	Δ Туре	Tota
Desktop Downloads Recent Places	 Hard Disk Drives (1) Local Disk (C:) Devices with Remova 	Local Disk	
Desktop	DVD RW Drive (D:)	CD Drive	
A CLibraries	CORSAIR (E:)	Removable Disk	
Documents	CD Drive (J:) CDROM	CD Drive Remounded Disk	
	Removable Disk (R)	Removable Disk	
Pictures			
▷ H Videos		\mathbf{X}	
4 🗯 Computer		\mathbf{i}	
) 倡 Local Disk (D:)		\mathbf{i}	
DVD RW Drive (D:)		\mathbf{X}	
CORSAIR (E:)	* 4		•
Contractory of the local division of the loc			

3. Delete any existing files (A).

				- 69 /
Organize V 📺 Open Burn Ne	ew tolder	1	8	• LII (
Computer	Name	Date modified	Туре	Size
	MAZ_CMU-140_55.00.753_ASSY_cmu14_	9/23/2013 2:15 PM	Compressed (zlpp	7,001 KB
	MAZ_CMU-140_55.00.753_ASSY_cmu14_	9/23/2013 1:54 PM Compressed (zipp		879,585 KB
	- 1	Open Open in new window		
		Extract All Compare Scan for Viruses Install with Revo Uninstaller Pro		
		ILLER A REAL MARK PERMIT	1.1	
		Upload using WS_FTP L	Jpload Wizard	
	2	Upload using WS_FTP L Edit with Notepad++ TextPad	Jpload Wizard	
		Upload using WS_FTP L Edit with Notepad++ TextPad Scan to	Jpload Wizard	
		Upload using WS_FTP L Edit with Notepad++ TextPad Scan to Cut	Jpload Wizard	
		Upload using WS_FTP L Edit with Notepad++ TextPad Scan to Cut Copy	lpload Wizard ▶	
2 Items selected Date modified	9/2 2013 1:54 PM Date created 9/2	Upload using WS_FTP L Edit with Notepad++ TextPad Scan to Cut Copy Create shortcut	Jpload Wizard	
2 Items selected Date modified See	9/2 / 2013 1:54 PM Date created 9/2 28 / MB	Upload using WS_FTP L Edit with Notepad++ TextPad Scan to Cut Copy Create shortcut Delete	Jpload Wizard ►	
2 Items selected Date modified See	9/2 /2013 1:54 PM Date created 9/2 8 // MB	Upload using WS_FTP L Edit with Notepad++ TextPad Scan to Cut Copy Create shortcut Delete Rename	Jpload Wizard ►	

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4. Confirm that no files are left on the memory stick.

Computer + CORSA	in (E) •		• •	Search Conshin	(Lic/	
Organize ▼ Share with ▼ Bur	n N	ew folder	The second second		F • 🗇	(
Computer Computer Conception Con	_	Name	Date modified	Туре	Size	
	=					
	-					

5. Log on to MS3 and select "IDS/Infotainment."

azda Dealer	r Extranet	ons As Built Dat	ta MyMarda II	Sanfortainment	Ma Training Be	Izda Service		Syste
VIN Gene Multiplex Commun	or eral Information	Model Year Engine Si Steering	Model spension Brakes	ransmission/Trar DriveLin	Ask Your Question nsaxle we/Axle Res	Here TSB HVAC Wiring traints Body/Acc	Diagram Diagram Ressories	o Reset

6. Select "Mazda Connect Updates."



7. Select the FailSafe file (A) and "Save."

Mazda Connect Update Files	
NOTE: You must save these files to the flash drive with ".up" NOT".zip" extension.	а
Failsafe (7001KB) Reinstall (879.585KB)	
Mazda Vorth American Operations	ad
A	you want to open or save this file? Name:0_55.00.753_ASSY_cmu140_NA_cmu_reinstall.up Type: Compressed (zipped) Folde_858MB From: Z:\main\EST\WORIKAREA\sel_workarea\ESI_Mal Open Save Cancel Aways ask before opening this type of file While files from the internet can be useful, some files can patentially! harm your computer. If you do not trust the source, do not open or save this file. <u>What's the risk?</u>
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- 8. Change the file extension from ",zip" to ".up" (A).
 - NOTE: If you do not save the file with a ".up" file extension, you will have to delete the download and start again.

NOTE: You must save these files to the fash drive with a ".up" NOT".zip" extension. Failsafe (7001KB) Beinstell (879.585KB)	
Maxda North American Operations	Download 🖂 🖾
Save As	
Computer + CORSAIR (E:)	 ✓ ✓
☆ Favorites Name Desktop Desktop Downloads mark Pector Desktop Desktop mark Documents Music New Library Pictures Videos Videos	Date modified Type No items match your search.
File name: MAZ_CMU-140_55.00.753 Save as type: UP File	B_ASSY_cmu140_NA_cmu_reinstalLup v
@ little Falter	Save Cancel

- 9. Save the file to the memory stick.
- 10. Repeat step 7, 8, and 9 for the Reinstall file.
- 11. After completing the downloads, compare the size of the files to the ones on the download page.
 - If the size is the same, proceed to the reflash procedure.
 - · If the size is not the same, delete the files on the memory stick and start over.

Eallsafe (7001KB)	Reinstall (879,585KB)			
Computer > CORSAIR (E) >		•4	earch CORSAIR (E)	
Organiza ▼ Share with ▼ Burn N Image: Desitop A Image: Desitop B Image: Desitop </th <th>ew folder Name MAZ_CMU-140_5500.753_ASSY_cmu14_ MAZ_CMU-140_5500.753_ASSY_cmu14_</th> <th>Date modified 9/23/2013 2:15 PM 9/23/2013 1:54 PM</th> <th>Type Compressed (blog. Compressed (blog.</th> <th>2,201 KB</th>	ew folder Name MAZ_CMU-140_5500.753_ASSY_cmu14_ MAZ_CMU-140_5500.753_ASSY_cmu14_	Date modified 9/23/2013 2:15 PM 9/23/2013 1:54 PM	Type Compressed (blog. Compressed (blog.	2,201 KB

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Reflash Procedure

- NOTE: When the system is updated, all factory defaults are restored and personal settings (such as display and sound adjustments) are lost, including favorites information and phones paired with the system. Before starting the reflash procedure, obtain the customer's acceptance for this loss.
- 1. Record the customer's radio favorites (AM/FM/XM).
- 2. Remove the SD card from the slot.
- 3. Turn the ignition switch to OFF.
 - **NOTE:** All electrical loads should be turned off during the reflashing process, especially the air conditioner (blower), rear defogger, and room lamps.
- 4. Install the ROOM FUSE and AUDIO FUSE to the fuse block in the engine compartment (if not installed).
- 5. Connect battery charger (charge current maintained about 7A) to the vehicle to stabilize voltage fluctuation.
- 6. Press the START/STOP ENGINE push button 1 time without depressing the clutch pedal (manual transaxle) or the brake pedal (automatic transaxle), to switch the ignition position to ACC. Confirm that the push button start indicator light (A) is illuminated (amber) and the display in the instrument cluster is OFF (ignition position is in ACC).



- **NOTE:** The engine starts by pressing the push button start while depressing the clutch pedal (manual transaxle) or the brake pedal (automatic transaxle). To switch the ignition position without starting the engine, press the START/STOP ENGINE push button without depressing the pedal.
- **NOTE:** If the ignition is left in the ACC position it will automatically switch off after 25 minutes. Pressing and releasing the clutch pedal (Manual Transaxle) or the brake pedal (Automatic Transaxle) before 25 minutes resets the timer to ensure the vehicle does not switch off during the reflash process.

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7. Verify that there is a sound coming from the speakers. If sound cannot be heard, turn the volume dial (A) to turn the volume up, or make sure that MUTE is not on.



NOTE: When sound is heard from the speakers, the system is in stand-by condition.

8. Connect the prepared USB memory stick to the either one of the two USB port (A).



NOTE: There should only be the prepared USB memory stick inserted in one of the USB ports. Nothing should be inserted in the other USB port during the re-flashing process.

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9. When the USB memory stick is recognized, the following message will appear briefly on the screen.

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	🖈 🕍 🌆 🖾	

NOTE:

- It takes approx. 5 seconds before the USB memory stick is recognized.
- If the USB memory stick is not recognized, perform the following:
 - (1) Select "Setting".
 - (2) Select "System".
 - (3) Select "Factory Reset".
 - (4) Push the commander switch knob (A) to "Enter".



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10. Press the three buttons (Music (A) + Favorites (B) + Volume Mute(C)) on the commander switch at the same time for 2-5 seconds and the Diagnostic Test Screen will appear.





11. On the test screen, input '3' and then select "ENTER" to verify whether any DTCs (in the CMU) are active. Select "CLEAR" to go to next step.

	Test Scre	en 3		Read AVC DTC - Complete
	1	2	3	No Active DTC
	4	5	6	
	7	8	9	
2831h	0	D	EL	ENTER CLEAR EXIT

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12. If any DTCs are present, input '2' on the test screen and then select "ENTER". This will internally clear all the earlier set DTCs (in the CMU). Select "CLEAR" to go to next step.



13. Use the touchscreen or the commander switch to input '99' and then select "ENTER" on the Test screen.



14. Select "Search" on the screen below.

1	Search for System Update p	ackages on your USB device?
2831k	Cancel	Search

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12:03
88.3

(1) Press the "Return" button (A) on the commander switch.



(2) Verify that the screen changes back to the screen below.



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15. Select "Fail Safe Package" first using the touch screen.

CAUTION: Always do the "Fail Safe Package" first, followed by "Reinstallation Package".



16. Select "Install" on the screen below and the Failsafe installation process will start.

谷	System Update	2:03
\triangleleft	Installing Fali-Safe system update	
2831p		

17. After the Failsafe installation process is completed, select "OK".

谷	System Update	2:04
	Install Successful	
\triangleleft	No reboot required	
2831q	OK	

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- 18. Press and release the clutch pedal (Manual Transaxle) or the brake pedal (Automatic Transaxle) and proceed with the following steps without stopping.
 - **NOTE:** If the ignition is left in the ACC position it will automatically switch off after 25 minutes. Performing this step resets the timer to ensure the vehicle does not switch off while installing the reinstallation package.
- 19. Press the three buttons (Music (A) + Favorites (B) + Volume Mute(C)) on the commander switch at the same time for 2-5 seconds to open the Diagnostics Test screen again.



20. Use the touchscreen or the commander switch to input '99' and then select "ENTER" on the Test screen.



21. Select "Search" on the screen below.

1	lest Screen				
	1	Search for System Updat	e packages on your U	JSB device?	
		Cancel		Search	

22. Select "Reinstallation Package" on the screen below.



23. Select "Install" on the screen below.

	System Update	* 12:06
∛	he current system 33 Would you like to System Resta	3.00.500A is running. install Software art Required
	Back	Install

24. The screen below will be displayed.

	System Update	* 00.09
	Preparing to update	
2831v		

- **NOTE:** A blank screen is displayed momentarily. It will take approx. 2 minutes before the reflashing process moves to the next screen.
- Reinstallation will start from 0% and as the reflashing process takes place, the progress bar will gradually increase to 100%.
 - **NOTE:** In order to avoid the ACC power being turned off during the reflashing process, press and release the clutch pedal (Manual Transaxle) or the brake pedal (Automatic Transaxle) before 25 minutes if needed.
 - NOTE: It may be difficult to read the display at times as it becomes dark, but "Do not restart vehicle at this time" is displayed.



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NOTE: It will take some time for the reflashing process to get from 98 % to "100%.



26. After the update is completed with the above right screen, confirm that the push button start indicator light is illuminated (amber) and the display in the instrument cluster is OFF (ignition is in "ACC"). If the ignition is "OFF" and the push button start indicator light is not illuminated (amber), turn the ignition to "ACC" and one of the following two screens will be displayed.

Type A: Reprogramming has already been completed. Go to next step.



Type B: The ignition was turned "OFF" during the reflashing process. This screen will continue to be displayed until reflashing is completed. After the reflashing is completed, go to next step.



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- 27. Turn the ignition switch OFF, and then turn the ignition to ACC again.
- 28. Check the software version to make sure it is the same as on the USB memory stick. See MAZDA CON-NECT Software Version Verification Procedure.
- 29. Turn the ignition switch OFF, then remove the USB memory stick from the USB port.
 - NOTE: Before attempting to re-pair a phone to the system, delete MAZDA from the list of Bluetooth devices on any phone that is paired with the system. If not deleted, the phone will not be able to be paired with the system because the phone will think it is already paired.
- 30. Disconnect the battery charger from the vehicle.
- 31. Insert the SD card into the slot.
- 32. Set the customer's radio favorites (AM/FM/XM).
- 33. Verify repair.

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.
- For Mazda3, check the SSP98 status first.
 - If SSP98 is OPEN, submit the claim using SSP98 warranty information.
 - If SSP98 is CLOSED, submit the claim using this TSB warranty information.
 - If vehcile is NOT SUBJECT to SSP98, submit the claim using this TSB warranty information.

Warranty Type	A
Symptom Code	61
Damage Code	9W
Part Number Main Cause	5555-RP-CMU
Quantity	0
Operation Number / Labor Hours:	XX557AFX / 0.3 Hrs.

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