

Subject: MAZDA CONNECT SHUTS DOWN AND DOES NOT REBOOT	Bulletin No: 09-044/15
	Last Issued: 11/13/2015

APPLICABLE MODEL(S)/VINS

2014-15 Mazda3 vehicles (Japan built) with VINs lower than JM1BM*****276072 (produced before June 2, 2015)

2016 Mazda6 vehicles with VINs lower than JM1GJ*****435074 (produced before June 2, 2015)

2016 CX-3 vehicles with VINs lower than JM1DK*****103929 (produced before June 2, 2015)

2016 CX-5 vehicles with VINs lower than JM3KE*****673173 (produced before June 2, 2015)

DESCRIPTION

Some vehicles may experience the Mazda Connect infotainment system shutting down within a few minutes after the ignition is turned on, and will not reboot. It will only reboot after the ignition is turned off and then on again. This is caused by an internal malfunction of the connectivity master unit (CMU) hardware.

NOTE: If the system reboots by itself, this TSB is not applicable. Refer to TSB 09-022/15 for CMU software update.

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

REPAIR PROCEDURE

1. Verify customer concern.

NOTE: If the system reboots by itself, this TSB is not applicable. Refer to TSB 09-022/15 for CMU software update.

2. Replace the CMU with a new one according to the instructions on MS3 online or the Workshop Manual (section 09-20 CONNECTIVITY MASTER UNIT (CMU) REMOVAL/INSTALLATION).

NOTE:

- For Mazda3, check SSP98 status.
 - SSP98 is OPEN: Replace the CMU and submit claim only for CMU replacement according to this TSB. If the new CMU is found to have an older software version installed than what is available on MS3, update the CMU according to SSP information and submit the claim using the SSP98 warranty information to CLOSE SSP98.
 - SSP98 is CLOSED or vehicle is NOT SUBJECT to SSP98: Repair and submit claim according to this TSB.
- For all other models (except Mazda3 with open SSP98), check the software version installed before replacement. If the new CMU is found to have an older software version installed than before replacement, update the CMU and submit a claim according to this TSB.

3. Verify repair.

PART(S) INFORMATION

Use exchange unit only from United Radio. DO NOT automatically order a new part for warranty replacement.

Part Number	Description	Qty.	Notes
BHP1-66-9C0J	CMU	1	Mazda3 (Japan built)
KA0G-66-9C0C	CMU	1	Mazda6, CX-3, CX-5

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.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A		
Symptom Code	64		
Damage Code	9W		
Part Number Main Cause	**** 66 9C0* (CMU part number)		
Qty.	1		
Operation Number	XXL7GXRX		
Labor Hours	CMU replacement	Mazda6	0.5 Hrs
		except Mazda6	0.4 Hrs
	CMU replacement and software update	CX-5	0.5 Hrs
		except CX-5	0.6 Hrs