



<b>Subject:</b>  <b>WRONG PHONE CONNECTED TO THE MAZDA CONNECT INFOTAINMENT SYSTEM</b>	<b>Service Alert No.:</b> SA-063/17
	<b>Last Issued:</b> 07/21/2017

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

2016-2018 Mazda2  
2014-2018 Mazda3  
2014-2017 Mazda6  
2016-2018 CX-3  
2016-2017 CX-5  
2016-2017 CX-9  
2016-2017 MX-5

### DESCRIPTION

Some customers may complain about the "wrong" phone is connected to the infotainment system. MAZDA CONNECT bluetooth will connect all profiles to devices in order of priority if the last device is not available. This concern may be a normal operation of the CMU connecting to available devices on startup.

Example:

- Phones 1, 2 and 3 are paired to the vehicle and available.
- Bluetooth audio is connected to phone 2 and handsfree is connected to phone 3 before the vehicle is shut down.
- The vehicle then shuts down with full MAZDA CONNECT power down.
- Phone 3 Bluetooth is turned off or removed from the vehicle while the vehicle is turned off.
- After turning the vehicle back on, handsfree will now connect to phone 1 and audio remains on phone 2.

This explains why when there is only one available phone connected, the CMU connects both profiles (Bluetooth audio AND handsfree) to that device on startup even if not selected before startup.

This is a normal MAZDA CONNECT operation. Do not perform repairs for this concern.

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