M-Tips

Mazda North American Operations
Irvine, CA 92618-2922

MAZDA

Subject: **NAVIGATION SD CARD ERROR MESSAGE "Invalid SD Card"**	**M-Tips No.:** MT-001/18
	Last Issued: 01/02/2018

BULLETIN NOTES

This M-Tip supersedes the previously issued M-Tip(s) listed below: The changes are noted in Red.

Previous M-TIPs:	Date(s) Issued:
MT-003/17	03/06/2017
MT-007/16	2016

APPLICABLE MODEL(S)/VINS

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

DESCRIPTION

When installing a navigation SD card, the center display may show error message "Invalid SD Card".
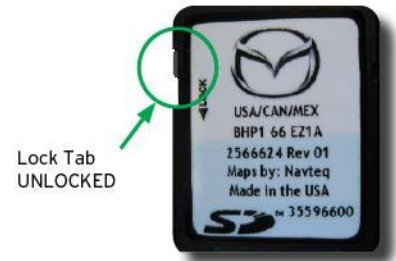

Error Message

This may be caused by:

- The navigation SD card lock tab is locked.
- The navigation SD card has a VIN mismatch due to SD card swapping.
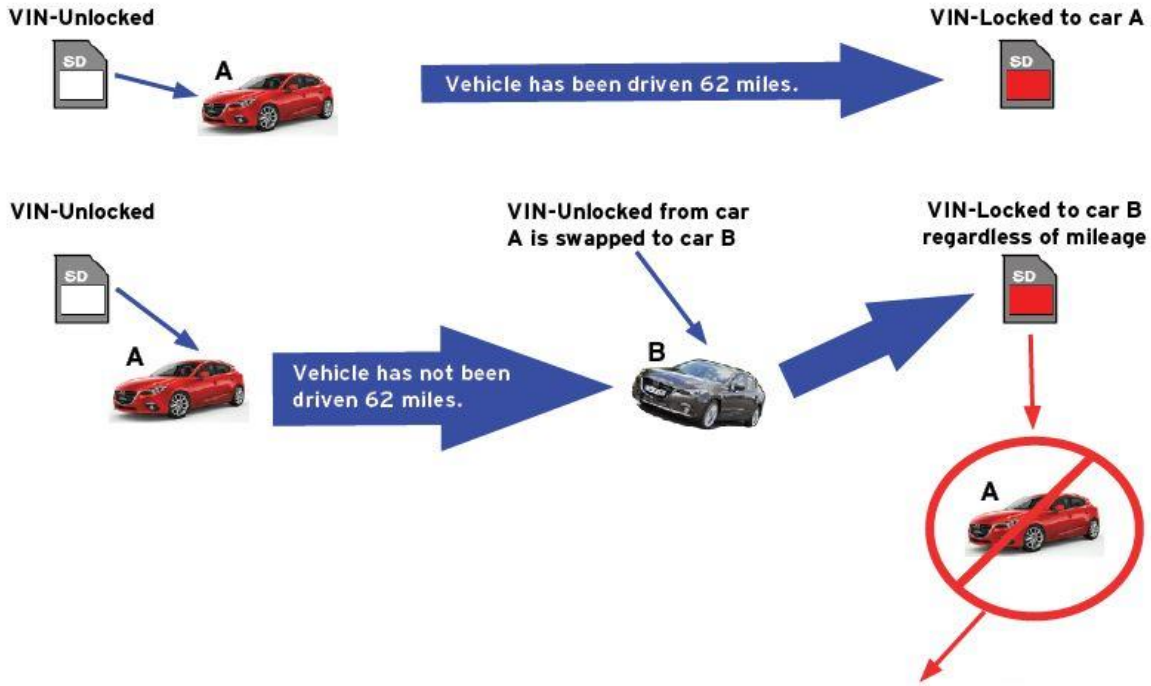- The navigation SD card has a malfunction.

SD Card Lock Tab

Set lock tab to "UNLOCKED" position before inserting SD Card.
NOTE:

Lock Tab
UNLOCKED

1. Only insert or remove the SD card with the ignition switch OFF.
2. If the SD card is installed with the tab at the "LOCK" side, the navigation system will not operate.

SD Card VIN Mismatch

CAUTION: NEVER swap the navigation system SD card from one vehicle to another for testing. If swapped, the SD card that is installed into the other vehicle may be "linked" to the VIN of that vehicle. The SD card is VIN-locked the instant the card is inserted into a vehicle with 62 miles or more.

Note

If a SD card with VIN-locked condition is installed to another vehicle, there will be an error message "Invalid SD Card" on the center display.

Error Message

1. Error message may be displayed when SD Card is updated or replaced.The error message "Invalid SD Card" is displayed on the center display when there is a malfunction (as mentioned previously, unauthorized modification, hard core failure etc.) with the SD card.
This error message may also be displayed when the SD card is updated or replaced. The cause may be the CMU not reading the SD card. As a countermeasure, put the CMU into a sleeping condition using the following procedure.

Procedure to set CMU into sleeping condition
1	Verify the error message.
2	Turn the ignition "OFF".
3	Exit the vehicle with key and lock the door.
4	Wait 5 minutes.
5	Turn the ignition to "ACC" and verify that the message is no longer displayed.

2. Data transfer procedure when replacing SD card with a new one.

Follow the below procedure in order to properly transfer the initial data (date, VIN information etc.) to the new SD card.
(a) Park the vehicle in a location where GPS reception is available. This is necessary for the start of initial data transfer.

NOTE: Confirm if GPS signal is available.
In the vehicle condition with no SD card being installed, turn the ignition ON and select the Navigation. If values for the latitude, longitude and elevation positions are displayed on the compass screen as shown in the figure, GPS reception is currently available.

If position values are displayed, it means GPS reception currently is available. If not available, (- - -) is displayed.

(b) If GPS reception has been confirmed, turn the ignition OFF.
(c) Insert a new SD card, turn the ignition ON and select the Navigation. Verify that a map with the current GPS position marker (vehicle marker) is displayed. Wait in this condition at least for 2 minutes until transfer of the initial data is complete. If possible, test drive the vehicle and verify the icon follows the roads correctly.

3. Diagnostic procedure for the SD card.
When SD card failure is suspected with symptoms such as "Navigation will not work properly" or "Compass screen appears instead of navigation screen", follow steps 1- 3 below.

Step 1

With the ignition switched off, remove the SD card from the slot and make sure that the lock tab is set at the "UNLOCKED" side. Insert the card to the slot and check if the issue still is present.
If the concern still exists, proceed to next step.

Step 2
Put the CMU into a sleeping condition by the following procedure.
a. Turn the ignition to "OFF".
b. Get out of the vehicle having the key and lock the door.
c. Wait for 5 minutes.
d. Turn the ignition to "ACC" and verify that the concern disappeared.
If the concern still exists, proceed to next step.

Step 3
Using Mazda Toolbox, check if the SD card is locked to another VIN. If you are prompted to update Mazda Toolbox, do that first.
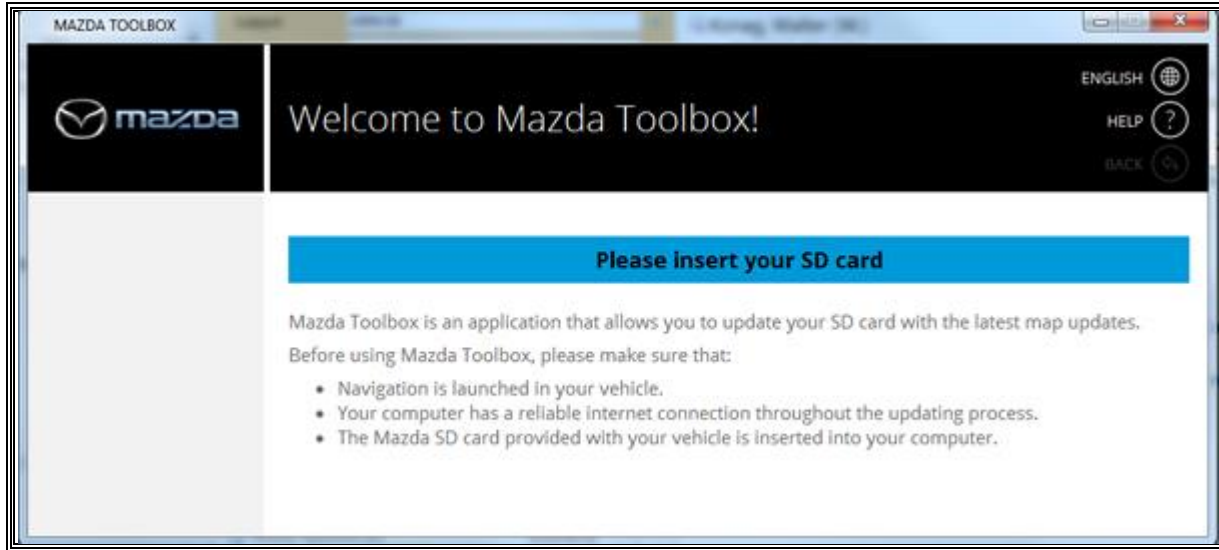
NOTE:

- Mazda Toolbox is a free PC application to update navigation map for MAZDA CONNECT which can be downloaded from the MyMazda.com Website and installed.
- If the dealer is checking or updating a customer's vehicle SD card, the dealer technician must create his/her own Mazda Toolbox account. The Mazda Toolbox program may send a confirmation to the technician's email. For this reason, dealer technicians should not use the customer's account.
- Dealer checking or updating a customer's SD card will not affect the customer's free 3 year map updates.
- If the SD card cannot be read, remove it and reinstall it. The SD card usually needs to be inserted after starting Mazda Toolbox.
- If you restart Mazda Toolbox for whatever reason and do not R&R the SD card, Mazda Toolbox may not detect the SD card.
- If SD card is completely blank, replace it**. It is likely that the customer tried to format the SD card when trying to update it. Please review the process with the customer to avoid a return visit for the same concern.

Open Mazda Toolbox and log in if you are prompted. If you do not have an account, create one.

NOTE:

- If updating or checking multiple SD Cards, close the program after each card and restart the program before inserting the next card.
- If the program crashes, you must remove the SD card and reinsert it after restarting the program.

NOTE: If MAZDA TOOLBOX is not able to read the SD card, replace the SD card with a new one*.
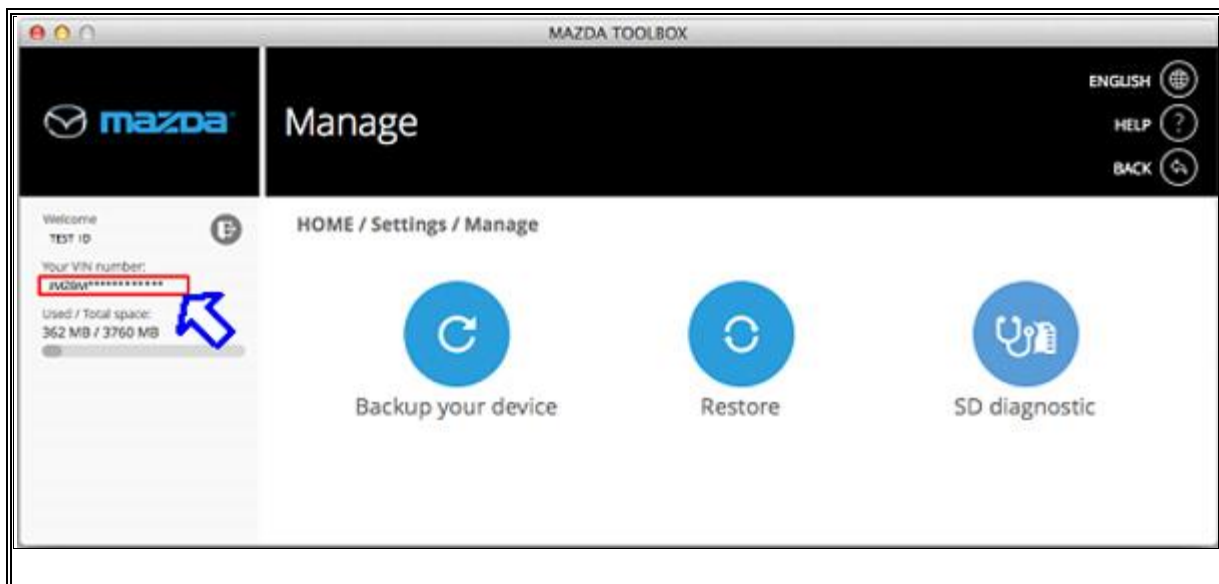Compare if the VIN on the screen is same as the VIN of the concerned vehicle.
If these VINs do not match or the SD card has been locked to other vehicle and cannot be used on the concerned vehicle with error message "Invalid SD Card" on the center display.
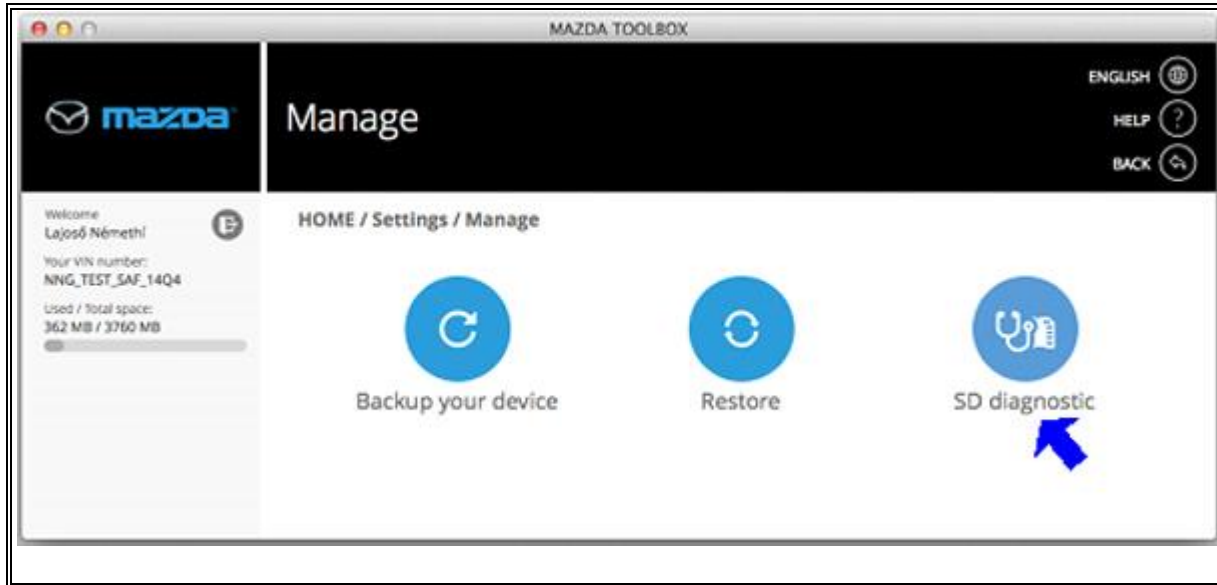In such a cases, there are two possibilities: (1) mixed-up with a SD card valid to another vehicle - Find the valid SD card for the concerned vehicle.
(2) SD card was mistakenly inserted to other vehicle and locked for that vehicle. - Replace the SD card with a new one***.
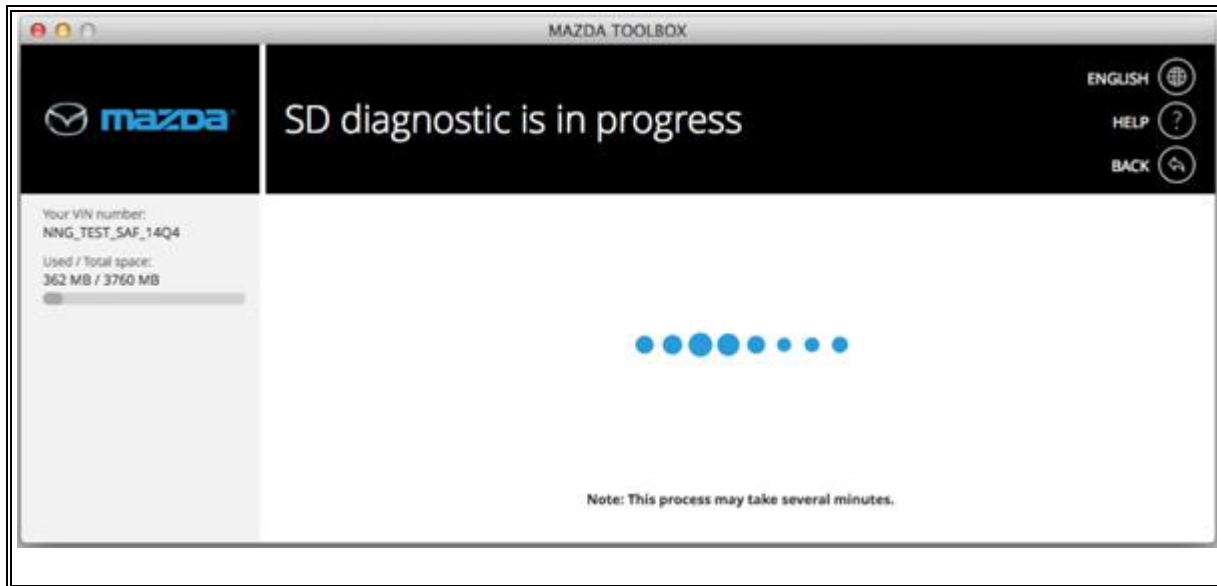
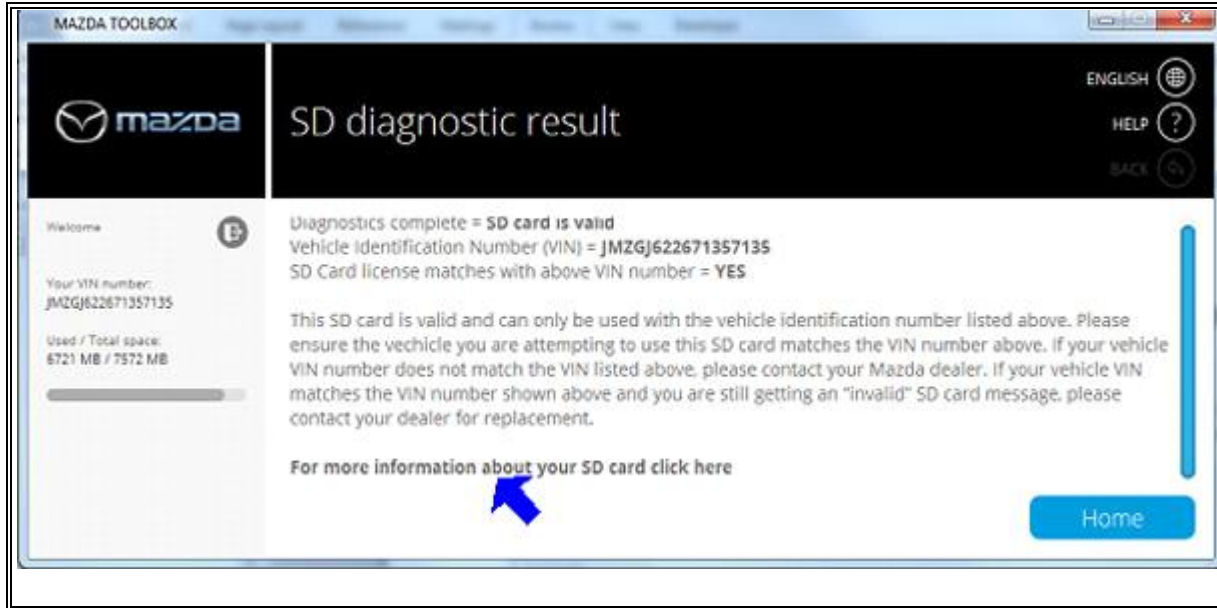If VIN matches with the concerned vehicle, proceed to next step.

Go to Setting, select "SD diagnostic".

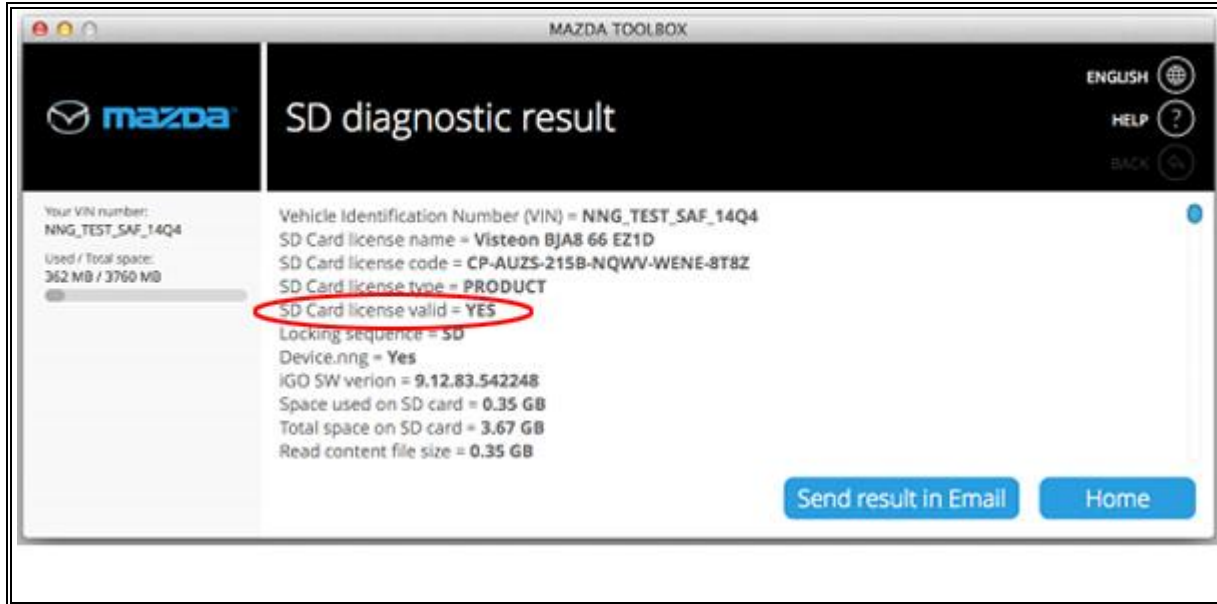Wait while the card is being analyzed, note this may take several minutes.

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MAZDA CONNECT Error Message	SD Card diagnostic	VIN Information	Dealer Action
Invalid SD Card	SD Card is valid	VIN matches the customer's vehicle	Update the SD card for the customer
Invalid SD Card	SD Card is valid	VIN does not match the customer's vehicle	Replace the SD card with a new one***

For additional SD diagnostic result information, click "For more information about your SD card click here."

SD Card license valid =	Dealer Action
Yes	Update the SD card for the customer
No	Replace the SD card with a new one*

* In this case, SD card replacement will be covered under Mazda's New Vehicle Limited Warranty term.
** In this case, SD card replacement will not be covered under Mazda's New Vehicle Limited Warranty term; however, the case can be reviewed for possible goodwill using DSA or District Service Manager authorization.
*** In this case, The VIN on the SD card does not match the vehicle, this claim is not warrantable. SD cards are collected and tested. Cards with mismatched VINs will have the claim debited.