



March 15, 2018

Attention: Mazda Dealership Sales and Service Managers

Subject: **Dealer Rework (DRW) 13 - Mazda Connect Navigation Concern 2018MY CX-5, CX-3, CX-9, Mazda6, Mazda 3 and MX-5**

We write to inform you that certain vehicles are affected by the concern mentioned below. Vehicles affected by this DRW will be visible, March 15th 2018. Parts and Warranty information and VIN lists for the DRW13 will be uploaded to MGSS on March 15, 2018.

On the Mazda Connect Navigation system, when the destination is selected by entering an address, there may be a concern when entering the "House/Business Number" as described below.

- a) A "House number not found" pop-up is displayed, although the house number and selected location is correctly shown on the map.
- b) A "House number not found" pop-up is displayed, but the house number displayed is different from the number inputted although the selected location is correctly shown on the map.
- c) The house number cannot be set up correctly. The Navigation results of house number search doesn't match with the number inputted.

Causal factor: Inappropriate software of connectivity master unit (CMU)

Action Required:

Effective immediately, vehicles in inventory at your dealership are required to have the Mazda Connect software to be ***Backdated to Version 59.00.504.*** Version 59.00.504 is available on MGSS. Affected vehicles in dealer inventory contain the *inappropriate software of Version 59.00.540*

NOTE: As of today's count, There are 38,932 vehicles affected. 1,545 vehicles are in transit to dealers and 9,519 vehicles are in inventory.

Some vehicles may be retailed. Please repair those vehicles under the New Vehicle Limited Warranty terms using the DRW13 warranty information.

The remaining 24,052 vehicles will be repaired by a Port Rework program. Some vehicles may be released by the ports without repair, therefore all 38,932 vehicles will display DRW13. Port repairs will close DRW13, please check the Warranty Vehicle Inquiry for "Open" Status before

proceeding to the repair procedure.

As more vehicles are likely to be added, primarily Mazda3, we will update VIN lists accordingly. During the STEP 3 New Car Ready Inspection it is imperative that the Vehicle Status is rechecked at delivery to be sure that the proper software is loaded into the vehicle and DRW13 is closed.

Please refer to the Repair procedure and Parts and Warranty information located on MGSS for complete details.

SUBJECT VEHICLES

MC Production:

2018MY CX-5, CX-3, CX-9, Mazda6, Mazda3 and MX-5 with Mazda Connect

Model	Subject VIN range	Subject production date range
2018 CX-5	JM3 KF**** J* 231857 – 375056	From December 27, 2017 through March 9, 2018
2018 CX-3	JM1 DK**** J* 327703 – 332786	From December 28, 2017 through March 1, 2018
2018 CX-9	JM3 TC**** J0 223581 – 226025	From February 14, 2018 through March 8, 2018
2018 Mazda6	JM1 GL**** J1 300026 – 307430	From January 15, 2018 through March 8, 2018
2018 MX-5	JM1 ND**** J0 202603 – 204752	From January 26, 2018 through March 8, 2018

MMVO Production:

2018MY Mazda3 and Mazda2 with Mazda Connect

Model	Subject VIN range	Subject production date range
2018 Mazda3	3MZ BN**** Under confirmation	TBD

We apologize for any inconvenience this program may cause your dealership and your customers. Your understanding and support are greatly appreciated.

Sincerely,

Akira Ikemoto
Director, Technical Services Division
Mazda North American Operations

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CONDITION OF CONCERN

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WARRANTY CLAIM PROCESSING INFORMATION

	CMU Reprogramming (at Dealer)
Process Number	AJ016A
Symptom Code	99
Damage Code	99
Part Number Main Cause	7777-SP-P13
Quantity	0
Labor Operation Number	XXP3CXFX
Labor Hours	0.3 hrs

1. Verify the vehicle is within the following ranges:

Model	Subject VIN range	Subject production date range
2018 CX-5	JM3 KF**** J* 231857 - 375056	From December 27, 2017 through March 9, 2018
2018 CX-3	JM1 DK**** J* 327703 - 332786	From December 28, 2017 through March 1, 2018

**PARTS AND WARRANTY INFORMATION
DRW13**

2018 CX-9	JM3 TC**** J0 223581 - 226025	From February 14, 2018 through March 8, 2018
2018 Mazda6	JM1 GL**** J1 300026 - 307430	From January 15, 2018 through March 8, 2018
2018 MX-5	JM1 ND**** J0 202603 - 204752	From January 26, 2018 through March 8, 2018
2018 Mazda3	3MZ BN**** Under confirmation	TBD

Note: The asterisk symbol “*” can be any letter or number.

* Not all vehicles within this VIN range are included in DRW13. Perform a Warranty Vehicle Inquiry in eMDCS to verify DRW13 is open.

- If the vehicle is within the above ranges, proceed to step 2.
- If the vehicle is not within the above ranges, DRW13 is not applicable.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System.

eMDCS System - Warranty Vehicle Inquiry Results:

If eMDCS displays:	Action to perform:
DRW13 OPEN	Proceed to “REPAIR PROCEDURE”.
DRW13 CLOSED	Return vehicle to inventory.
DRW13 is not displayed	DRW13 does not apply to this vehicle. Return vehicle to inventory.

REPAIR PROCEDURE

Please refer to MGSS and follow the Mazda Connect Update procedures using version 59.00.504 as outlined in TSB 09-017/17.

INSPECTION / REPAIR PROCEDURE

APPLICABLE

MODEL(S)/VINS

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2018 Mazda3	3MZ BN**** Under confirmation	TBD

Concern

On the Mazda Connect navigation system, when the destination is selected by entering an address, there is a possibility that the “House/Business” number may not display correctly.

REPAIR PROCEDURE

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eMDCS System - Warranty Vehicle Inquiry Results:

If eMDCS displays:	Action to perform:
DRW13 OPEN	Proceed to "REPAIR PROCEDURE".
DRW13 CLOSED	Return vehicle to inventory.
DRW13 is not displayed	DRW13 does not apply to this vehicle. Return vehicle to inventory.

3. VERIFY MAZDA CONNECT Software Version - Verification Procedure

Some vehicles at the Port may not be reflashed. DRW13 should display as open in eMDCS.

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

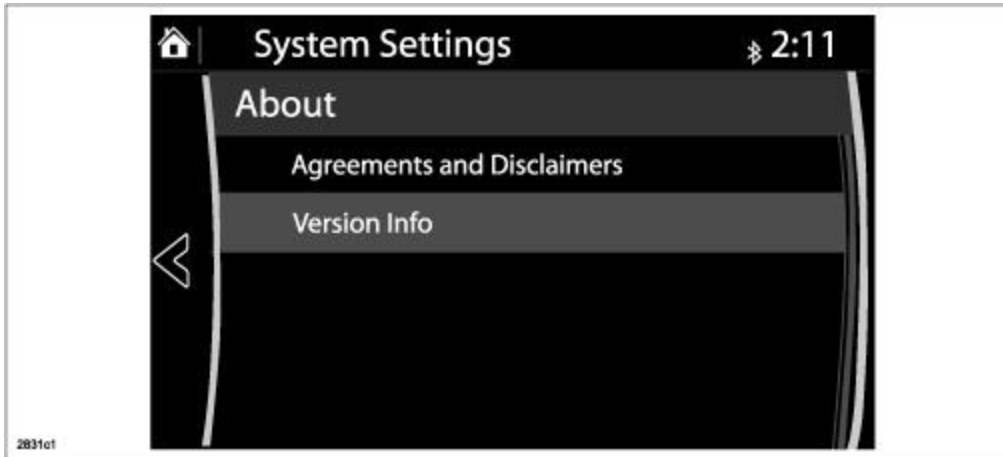


2. Select "System" and scroll down to the "About" option.



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



4. Important! Vehicles containing Version 59.00.540 and 59.00.532 have the concern.

5. Port Vehicles have been updated with Version 59.00.544

- Do not update vehicles containing Version 59.00.544

6. Vehicles with version 59.00.540 and 59.00.532 must be updated with the earlier software calibration of 59.00.504.

7. Follow the instructions contained in TSB 09-017/17 and install the Mazda Connect Software Version 59.00.504 available on MGSS.

Software Version	59.00.544	Port has already updated	Vehicle is repaired. Return to inventory
Software Version	59.00.540	Unrepaired	Update with 59.00.504
Software Version	59.00.532	Unrepaired	Update with 59.00.504
Software Version	59.00.504	No Action Necessary	Return to inventory