Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

Subject:	Service Alert No.: SA-001/19
APPLE CARPLAY™ / ANDROID AUTO™ FREQUENTLY ASKED QUESTIONS (FAQ)	Last Issued: 01/04/2019

BULLETIN NOTES

This Service Alert supersedes the previously issued SAs listed below. The changes are noted below in Red.

Previously Issued SAs:	Date(s) Issued
SA-046/18	11/6/18 and 10/24/18

APPLICABLE MODEL(S)/VINS

2014-2018 Mazda3
2016-2018 Mazda6
2016-2019 CX-3
2016-2019 CX-5
2016-2019 CX-9
2016-2019 MX-5

DESCRIPTION

Frequently Asked Questions (FAQ)

FAQ	Answer
The installation instructions are missing from the Smartphone Screen Mirroring Kit (Apple CarPlay™/Android Auto™ retrofit installation kit)	Click the model below for the Installation instructions: 1. Mazda3 2. Mazda6 3. MX-5 4. CX-3 5. 2016 CX-5 6. 2017-2018 CX-5 7. CX-9
Cannot operate Apple CarPlay™	Refer to MGSS online CANNOT OPERATE Apple CarPlayTM [ENTERTAINMENT SYSTEM [WITH CENTER DISPLAY]]
Cannot operate Android Auto™	Refer to MGSS online CANNOT OPERATE Android AutoTM [ENTERTAINMENT SYSTEM [WITH CENTER DISPLAY]]

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Cannot operate Android Auto™ or some functions do not work.	During Android Auto set up, all permissions and requests may have not been accepted by the customer. Do the following: 1. Detete Android Auto from the customers phone. 2. Unpair the customers phone from the vehicle. 2. Connect the customers phone to the smartphone USB port. **Note:** Use a high-quality, certified USB cable. 3. During Android Auto set up, accept all permissions and requests.
Where do I find support for Apple CarPlay™	Go to Apple Support
Where do I find support for Android Auto™	Go to Android Auto Help
What phone do I need to operate Apple CarPlay™	1. iPhone 5 or above 2. For best performance, update iPhone to the latest iOS version 3. Apple Lightning® to USB cable or a high-quality, certified USB cable 4. Siri® must be enabled to use Apple CarPlay For additional information, go to Mazdausa.com -> OWNERS -> HOW TO USE -> OWNER'S MANUALS -> APPLE CARPLAY QUICK START GUIDE
What phone do I need to operate Android Auto™	1. Android phone running 5.0 (Lollipop) or higher 2. Android 6.0 (Marshmallow) or higher is recommended 3. High-quality, certified USB cable For additional information, go to Mazdausa.com -> OWNERS -> HOW TO USE -> OWNER'S MANUALS -> ANDROID AUTO QUICK START GUIDE
Cannot operate Apple CarPlay™ or Android Auto™	1. Confirm that the USB cable is connected to the port labeled with a smartphone icon. 2. Confirm that a high-quality certified USB cable is used.

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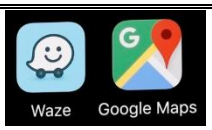
Apple CarPlay™ The Waze app or the Google Maps app is not displayed in the menu.	 1. Waze Requirement - iPhone iOS 12.0 or higher and Waze version 4.43.4 or higher. 2. Google Maps Requirement - iPhone iOS 12.0 or higher.
Cannot update CMU software after USB Cable Set Kit (P/N C922-V6-605) installation.	This may be caused by USB Cable Set Kit (P/N C922-V6-605) installation error. The hardware was installed before CMU software update by USB flash drive. <u>Failure:</u> In some cases, the CMU will not recognize the new HUB unit, so CMU software update by USB flash drive is not possible. <u>Recovery:</u> Proceed to Repair Procedure.
MAZDA CONNECT Navigation system is inoperative after USB Cable Set Kit (P/N C922-V6-605) installation.	Confirm that the Navigation SD Card was transfered from the old USB HUB unit to the new USB HUB unit.

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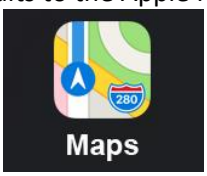
Apple CarPlay™

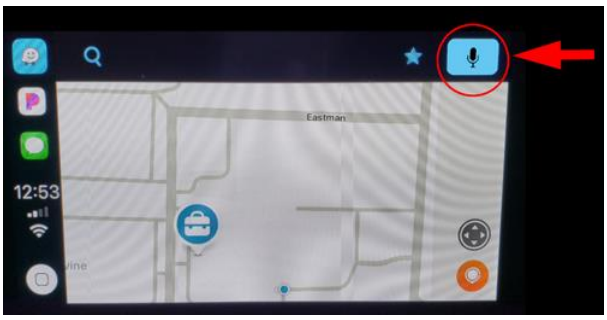
The Waze app or the Google Maps app does not open when using the steering wheel Voice Command button to set a navigation destination.

When using the steering wheel Voice Command button, the navigation system defaults to the Apple Maps app.



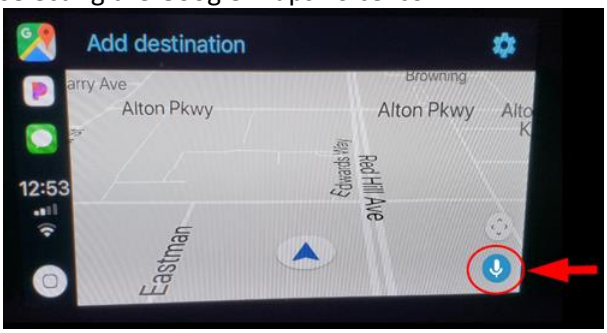
Waze app

Voice command is possible when selecting the Waze voice icon.



Google Maps app

Voice command is possible when selecting the Google Maps voice icon.



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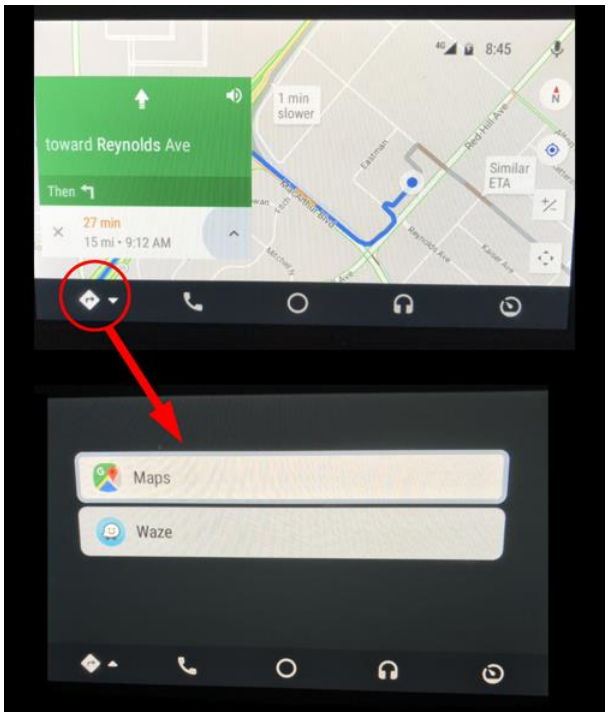
Android Auto™ The wrong navigation app opens when using the steering wheel Voice Command button. 	When using the steering wheel Voice Command button to set a navigation destination, Android Auto™ defaults to the last navigation app that was used. Select the "Maps and Navigation" icon to set your default navigation app. 

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<table>
<tr>
<td>Apple CarPlay™
Double voice navigation is heard through the vehicle speakers.</td>
<td>This may be caused by Apple iPhone IOS 12.0 update.
The customer sets a navigation destination on Google Maps, then sets a navigation destination on MAZDA CONNECT, double voice navigation is heard through the vehicle speakers.

Example:

<table>
<tr><th colspan="2">Apple iPhone software IOS 12.0 update</th></tr>
<tr><td>Google Maps destination set --> MAZDA CONNECT destination set</td><td>NG

(double voice)</td></tr>
<tr><td>MAZDA CONNECT destination set --> Google Maps destination set</td><td>Good</td></tr>
</table>

Repair - This is an Apple IOS 12.0 issue. No vehicle repair is necessary.</td>
</tr>
</table>

REPAIR PROCEDURE

(Cannot install CMU software after USB Cable Set Kit (P/N C922-V6-605) installation)

1. Disconnect the new USB HUB unit and the new USB cables from the CMU.

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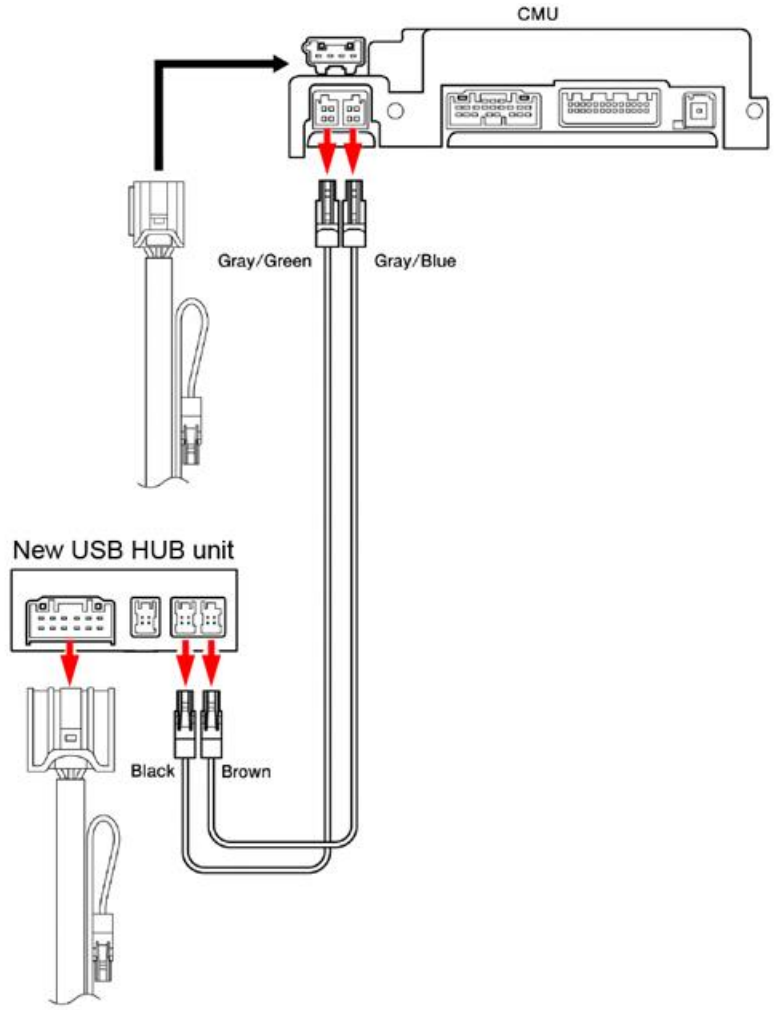

2. Connect the old USB HUB unit and the old USB cable to the CMU.

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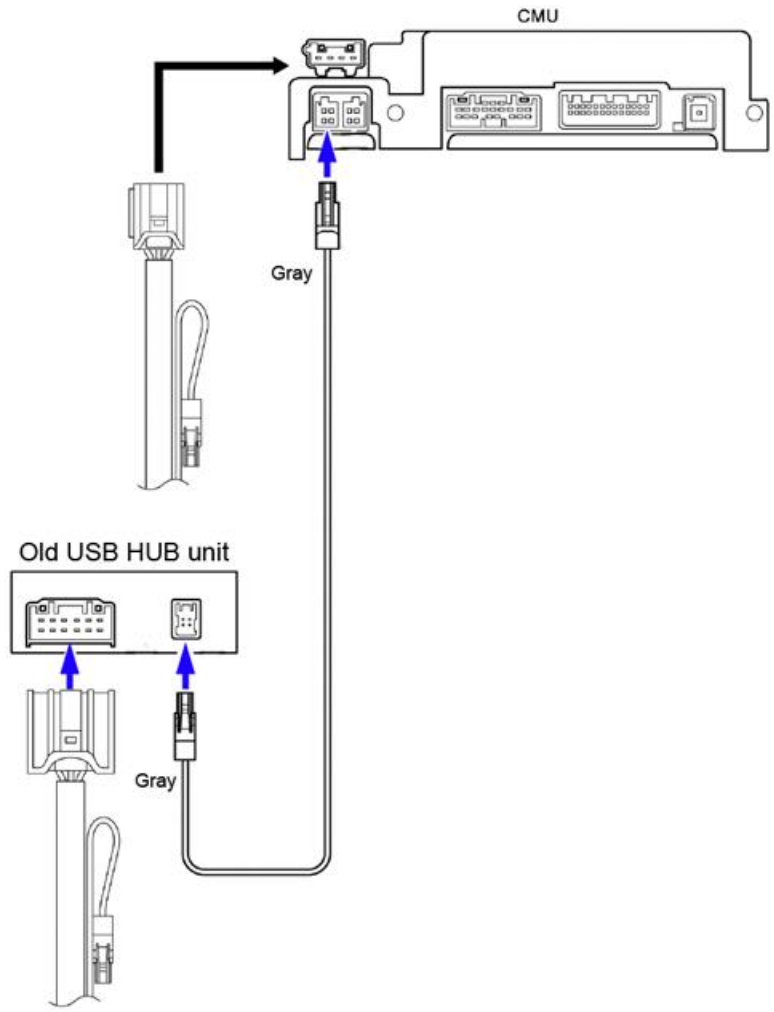

3. Update the CMU to software version 70.00.021B or later by USB flash drive.
4. Remove the old USB HUB unit and disconnect the old USB cable from the CMU.
5. Re-connect the new USB HUB unit and the new USB cables to the CMU.

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