Service Alert

MAZDA

Subject: **APPLE CARPLAY™ / ANDROID AUTO™ FREQUENTLY ASKED QUESTIONS (FAQ)**	**Service Alert No.:** SA-070/20
	Last Issued: 10/15/2020

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-001/19	04/05/19, 3/27/19, 01/24/19, 01/04/19
SA-046/18	11/6/18 and 10/24/18

APPLICABLE MODEL(S)/VINS

2014-2021 Mazda3
2016-2021 Mazda6
2016-2021 CX-3
2020-2021 CX-30
2016-2021 CX-5
2016-2021 CX-9
2016-2021 MX-5

NOTE: The following vehicles are not equipped with Apple CarPlay™ / Android Auto™, but it can be activated using MDARS. See Activation instructions on MGSS - Infotainment - MAZDA CONNECT Updates - Apple Carplay / Android Auto MDARS Activation Instructions

- 2019-2020 Mazda3, 4 Door Sedan, Standard (base model)
- 2020 CX-30 Standard (base model)
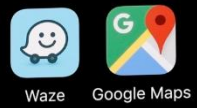
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DESCRIPTION

Frequently Asked Questions (FAQ)

FAQ	Answer
The installation instructions are missing from the Smart phone Screen Mirroring Kit (Apple CarPlay™/Android Auto™ retrofit installation kit)	Click the model below for the Installation instructions: 1. 2014-2018 Mazda3 2. 2019-2021 Mazda3 3. 2016-2021 Mazda6 4. 2016-2021 MX-5 5. 2016-2021 CX-3 6. 2020-2021 CX-30 7. 2016 CX-5 8. 2017-2021 CX-5 9. 2016-2021 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]]
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. Delete Android Auto from the customers phone. 2. Unpair the customers phone from the vehicle. 3. Connect the customers phone to the smartphone Un pair port. **NOTE:** Use a high-quality, certified smart phone cable. 4. 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. Siri® must be enabled to use Apple CarPlay 4. Apple Lightning® to USB smart phone cable or a high-quality, certified smart phone cable

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	Good: Lightning to USB	
	NG: Lightning to USB-C	
	NG:USB-C Female to USB Male Adapter	
	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 smart phone 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 smart phone cable is connected to the port labeled with a smartphone icon. **NOTE:** On the 2019 Mazda3, there is no USB port labeled with a smartphone icon. Both USB ports will accept the Apple CarPlay™ or Android Auto™ cable.	

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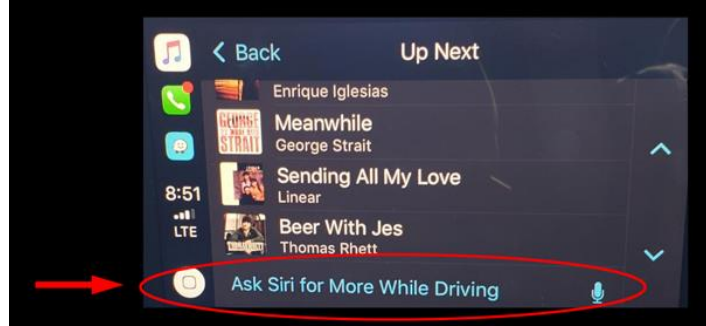
	2. Confirm that a high-quality certified smart phone cable is used.
Apple CarPlay™: The Waze app or the Google Maps app is not displayed in the menu.	**Waze Requirement:** iPhone iOS 12.0 or higher and Waze version 4.43.4 or higher. **Google Maps Requirement:** iPhone iOS 12.0 or higher.
Cannot update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

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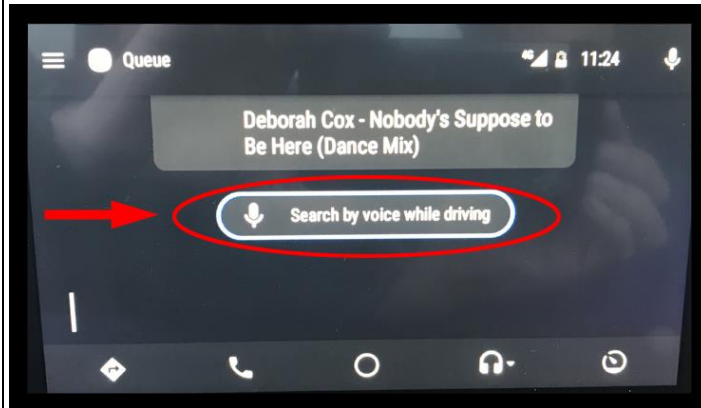
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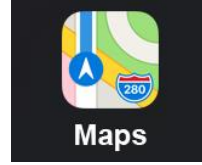| **Apple CarPlay™** **Android Auto™** 1. Cannot scroll song list when driving. 2. Cannot find songs when using Apple CarPlay™/Android Auto™	When driving, Apple CarPlay™/Android Auto™ limits some functions such as scrolling. Apple/Google expects drivers to keep their eyes on the road and use Siri/Google Assistant instead of scrolling. Apple CarPlay™ scrolling message while driving Android Auto™ scrolling message while driving This is an Apple CarPlay™/Android Auto™ function. Vehicle infotainment system is functioning correctly.

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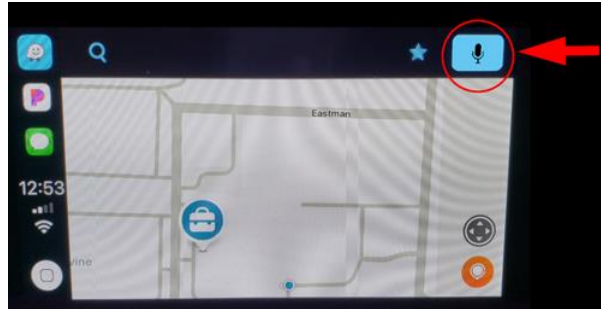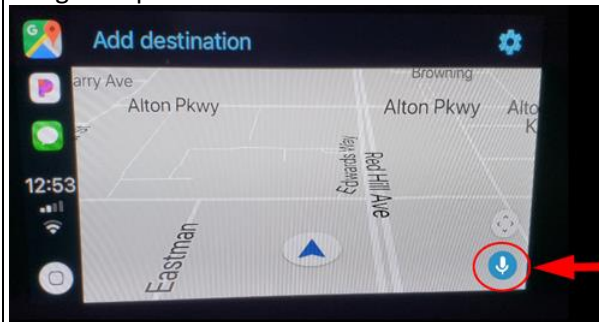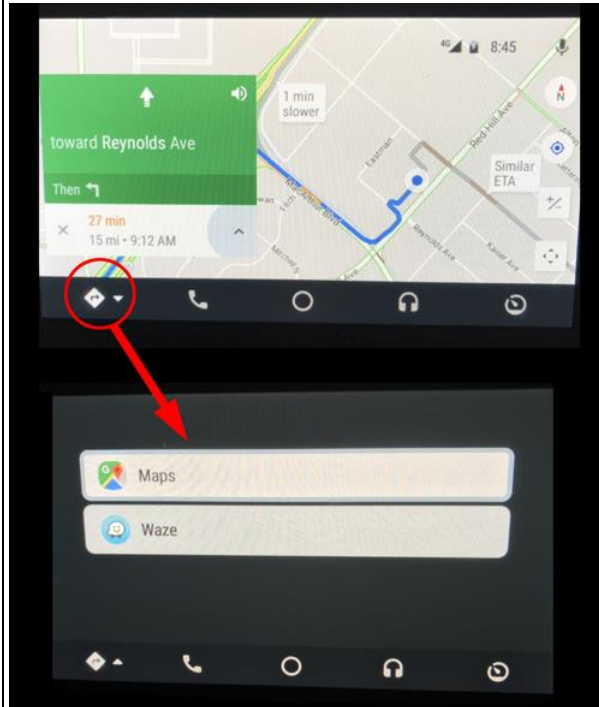|	When using the steering wheel Voice Command button, the navigation system defaults to the Apple Maps app. **Waze app:** Voice command is possible when selecting the Waze voice icon. **Google Maps app:** Voice command is possible when selecting the Google Maps voice icon.
Apple CarPlay™: The Waze app or the Google Maps app does not open when using the steering wheel Voice Command button to set a navigation destination. 	

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	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.
Android Auto™: The wrong navigation app opens when using the steering wheel Voice Command button.	

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	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.
Apple CarPlay™: Double voice navigation is heard through the vehicle speakers.	**Example:** <table><tr><td colspan="2">Apple iPhone software IOS 12.0 update</td></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.

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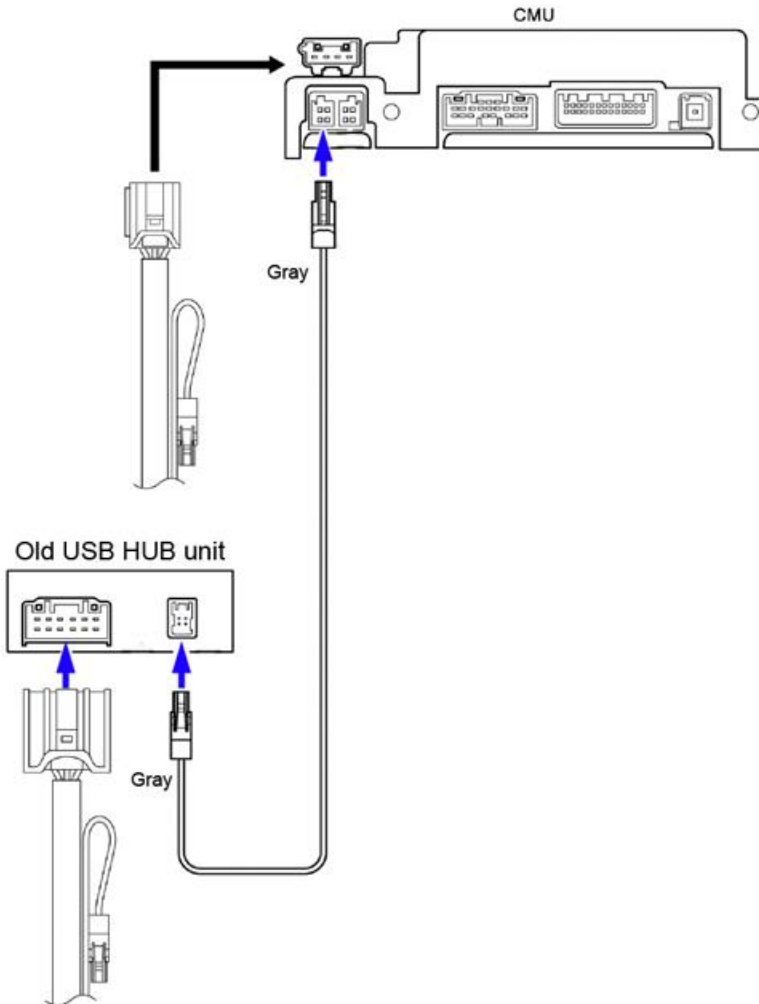
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REPAIR PROCEDURE

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

1. Disconnect the new smart phone HUB unit and the new smart phone cables from the CMU.

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2. Connect the old smart phone HUB unit and the old smart phone cable to the CMU.

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

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