

Tony Lawrence

From: Tony Lawrence
Sent: Thursday, January 30, 2014 6:22 PM
To: All Dirs All Rgns - PT; All Dirs All Rgns - SR
Subject: MAZDA DEALER NOTICE - SERVICE BULLETIN RELEASE - (ATTN: RE-RELEASED SERVICE BULLETIN FOR MSP42)

ATTN: Please disregard the previous service bulletin notification for MSP42. Download the revised service bulletin using the new link below. We apologize for any inconvenience this may cause you or your dealer.

SERVICE BULLETIN RELEASE - 01/31/2014

2014 INDEX: http://www.mstore2000.com/PDF_Files/index01-31-14.pdf

The following Service Bulletin has just been issued.

- For latest MS3 postings, click here: <https://portal.mazdausa.com/m173/service/esi/MazdaServiceShop>

- For printable PDF files from MStore, click on the link below each TSB title:

* If the links do not automatically take you directly to the document, cut and paste the link into your internet browser address window and press enter.

UPDATED BULLETIN

09-010/14 – MULTI-MODEL - MAZDA SERVICE PROGRAM (MSP42) - TOMTOM NAVIGATION SYSTEM UPDATE

http://www.mstore2000.com/PDF_Files/09-010-14-2873a.pdf

- Please distribute this information to all parts and service personnel.
- If you no longer wish to receive Mazda bulletins, please contact the IT Administrator at your dealership and ask them to remove your email address from under the EMDCS application.

WARRANTY INFORMATION

NOTE:

- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Process Number	AD056A
Symptom Code	99
Damage Code	99
Part Number Main Cause	7777-SP-J41
Quantity	0
Operation Number / Labor Hours:	XXK39XFX / 0.3 Hrs.
Sublet for One Time SD Card Reimbursement	
Sublet	Input: SD CARD
Sublet Code	Select "Z9" from drop down menu
Sublet Amount	Input: Cost of SD Card (\$10 max)
Sublet Text	Input: Reimbursement for SD Card

NOTE: Mazda will reimburse the dealer a "One Time" reimbursement, up to \$10 maximum, for the cost of the SD card necessary to complete the reprogramming of the TomTom unit.

Claims where the sublet is claimed more than once per dealer will be denied or debited.



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Subject: MAZDA SERVICE PROGRAM (MSP42) - TOMTOM NAVIGATION SYSTEM UP- DATE	Bulletin No: 09-010/14
	Last Issued: 01/31/2014

BULLETIN NOTE

- This bulletin supersedes the previous bulletins 09-010/14 issued on 01/30/14 and 09-035/13 issued on 11/25/13. The REPAIR PROCEDURE has been revised.
- Changes are noted below in Red beside the change bar.

APPLICABLE MODEL(S)/VINS

2013-2014 CX-5 vehicles (with factory or dealer installed TomTom navigation) produced between Dec 15, 2011 and Dec 17, 2013

- VIN Range: JM3KE****D0 100063 - 169130 and JM3KE****E0 300043 - 426001

2013-2014 CX-9 vehicles (with factory or dealer installed TomTom navigation) produced between Oct 1, 2012 and Dec 12, 2013

- VIN Range: JM3TB****D0 400004 - 425228 and JM3TB****E0 425229 - 432408

2013-Mazda3 vehicles (with factory or dealer installed TomTom navigation) produced between Sept 3, 2012 and June 7, 2013

- JM1BL****D1 720440 - 843866

2014-2015 Mazda6 vehicles (with factory or dealer installed TomTom navigation) produced between Oct 25, 2012 and Dec 10, 2013

- VIN Range: JM1GJ****E1 100027 - 162747 and JM1GJ****F1 162757 - 163966

DESCRIPTION

An updated version of the software for the TomTom navigation system has become available. Under this MSP42, the navigation system will be reflashed to the updated version using a SD card. This software update will eliminate canceling voice recognition when vehicle speed transitions past 4mph and improve the following:

- System stability
- Speech recognition
- Verbal and visual instructions for route guidance (3D view now includes more visual feedback such as arrows indicating which lane to use in complicated interchanges)
- Commander switch control (for vehicles equipped)
- GPS recovery after signal is lost (tunnels, parking garages, etc.)

CAUTION: DO NOT use the factory reset for retail vehicles. Otherwise, personal settings (such as display and sound adjustments) will be lost, including favorites information.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical—including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

NOTE:

- UNDER THE MAZDA SERVICE PROGRAM (MSP42), ALL CURRENT DEALER INVENTORY AND RETAILED VEHICLES FOUND TO BE WITHIN THE ABOVE VIN AND PRODUCTION DATES RANGES MUST BE REPAIRED ACCORDING TO THE INSTRUCTIONS CONTAINED IN THIS SERVICE BULLETIN.
- BEFORE PERFORMING ANY REPAIR, VALIDATE THAT THE VEHICLE IS APPLICABLE TO THIS PROGRAM BY PERFORMING AN "eMDCS WARRANTY VEHICLE INQUIRY" AND VERIFYING THE VEHICLE DISPLAYS CAMPAIGN "MSP42" AND ITS CAMPAIGN STATUS DISPLAYS "OPEN". SEE "VEHICLE INSPECTION PROCEDURE" BELOW.

NOTE: VINs with dealer-installed accessory TomTom navigation may not appear on eMDCS as involved in MSP42, but repairs on these vehicles should be performed.

DEALER INVENTORY

Repair all applicable vehicles currently in dealer inventory according to the procedures contained in this service bulletin.

RETAILED VEHICLES:

When an applicable retailed vehicle is brought into the dealer for any type of repair or scheduled maintenance, perform an eMDCS Warranty Vehicle Inspection and check the status of MSP42. If status of MSP42 is "OPEN" repair the vehicle according to the procedures contained in this service bulletin.

VEHICLE INSPECTION PROCEDURE

1. Verify the vehicle is within the following production date ranges:

2013-2014 CX-5 vehicles (with factory or dealer installed TomTom navigation) produced between Dec 15, 2011 and Dec 17, 2013

- VIN Range: JM3KE****D0 100063 - 169130 and JM3KE****E0 300043 - 426001

2013-2014 CX-9 vehicles (with factory or dealer installed TomTom navigation) produced between Oct 1, 2012 and Dec 12, 2013

- VIN Range: JM3TB****D0 400004 - 425228 and JM3TB****E0 425229 - 432408

2013-Mazda3 vehicles (with factory or dealer installed TomTom navigation) produced between Sept 3, 2012 and June 7, 2013

- JM1BL****D1 720440 - 843866

2014-2015 Mazda6 vehicles (with factory or dealer installed TomTom navigation) produced between Oct 25, 2012 and Dec 10, 2013

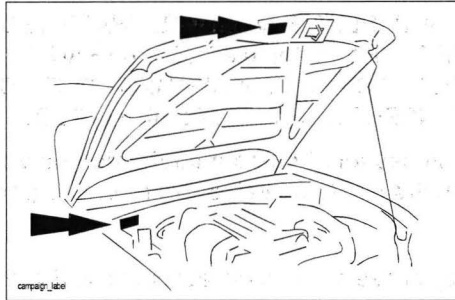
- VIN Range: JM1GJ****E1 100027 - 162747 and JM1GJ****F1 162757 - 163966

- If the vehicle is within the above VIN and production date ranges and has either factory or dealer installed TomTom navigation, proceed to Step 2.
- If the vehicle is not within the above VIN and production date ranges, return the vehicle to the customer or inventory.

NOTE: Some vehicles within this range have already been reworked at the port.

- Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect the vehicle for a Campaign Label **MSP42** attached either to the vehicle's bulkhead or to the vehicle's hood. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Verify the campaign number as the vehicle may have multiple labels.



NOTE: VINs with dealer-installed accessory TomTom navigation may not appear on eMDCS as involved in MSP42, but repairs on these vehicles should be performed.
eMDCS System - Warranty Vehicle Inquiry Results

If eMDCS displays:	Campaign Label is:	Action Required:
"Campaign: MSP42 Open"	Present	Contact the Mazda Corporate Dealer Assistance Group at (877) 727-6626 to update vehicle history
	Not present	Proceed to "INSPECTION PROCEDURE"
"Campaign: MSP42 Closed"	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply it to vehicle's bulkhead or hood
"Campaign: MSP42 Open" or "Closed" is not displayed	Does not apply	Campaign does not apply to this vehicle. Return the vehicle to inventory or customer

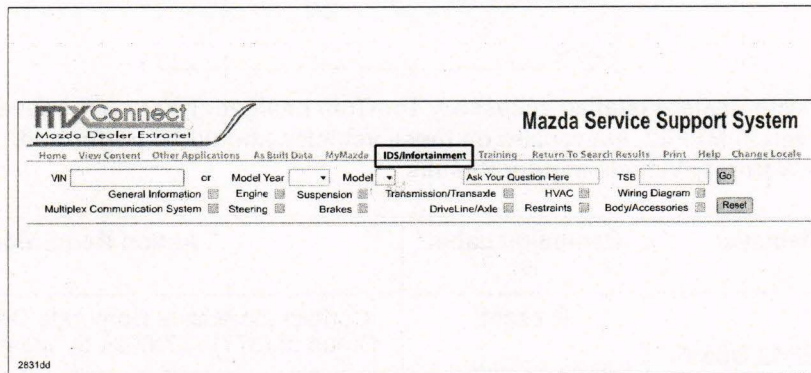
REPAIR PROCEDURE

Downloading Update Software to a SD card

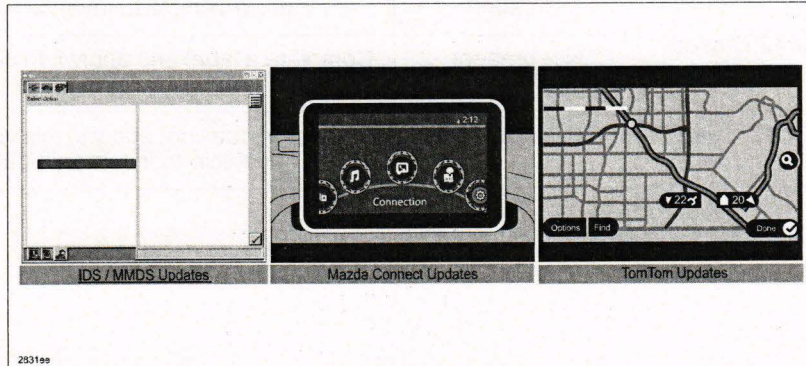
1. Insert a new blank 512 MB (minimum) to 16 GB (maximum) SD card into the SD card slot of a computer with internet access. Make sure the SD card is in the "unlocked" position.

NOTE: DO NOT use the customer's MAP SD card to update the system.

2. Go to "Start" and select "Computer," then double-click on the SD card "removable disk".
3. Delete any existing files.
4. Confirm that no files are left on the SD card.
5. Log on to MS3 and select "IDS/Infotainment."



6. Select "TomTom Updates."



7. Select "Click Here" to read the TomTom - End-User License Agreement (EULA).
8. After reading the TomTom - EULA, select "I AGREE" to gain access to the update file.
9. Save the "10.851.1441501_ECR9.5.1-CAB-Fuji.cab" to the desktop, then double click to open. The two files needed are release.nfo and ttsystem.

10. Copy the two update files to the SD card.

NOTE: The update files can also be copied to other SD cards.

11. Right click the two files and select "Properties" to make sure the files are "Read Only." If not, check the box to make the file "Read Only" and then select "OK."

NOTE: The files are made "Read Only" so that the system will not erase the files off the SD card during the update process. You can then continue to use this SD card to update other vehicles.

12. Remove the update SD card from the computer.

Reflash Procedure

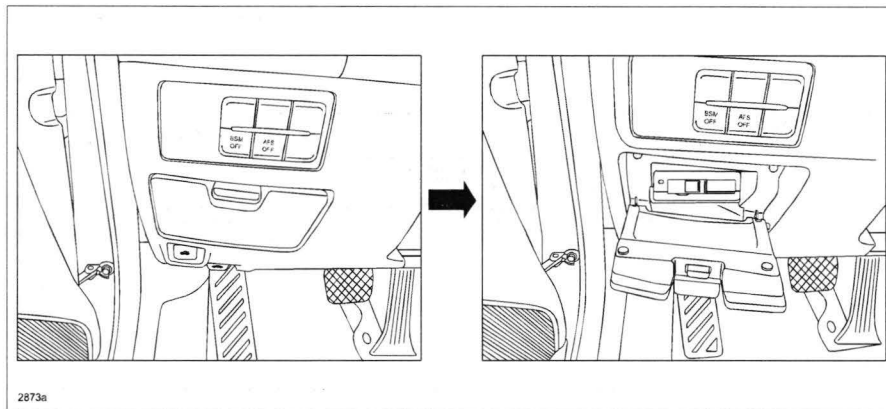
1. Turn the ignition OFF.

NOTE: For customer vehicles, verify that the navigation system software is not the latest. See TomTom Software Version Verification Procedure.

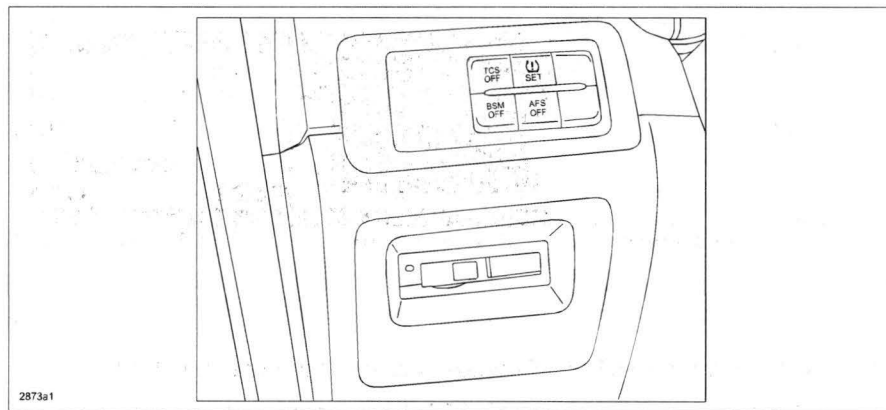
2. Open the sliding door of the navigation control unit and remove the customer's MAP SD card. Insert the update SD card and close the sliding door.

NOTE: The navigation control unit is located in the dash on the lower left side for Mazda6, CX-5 and CX-9 and in the center console for Mazda3.

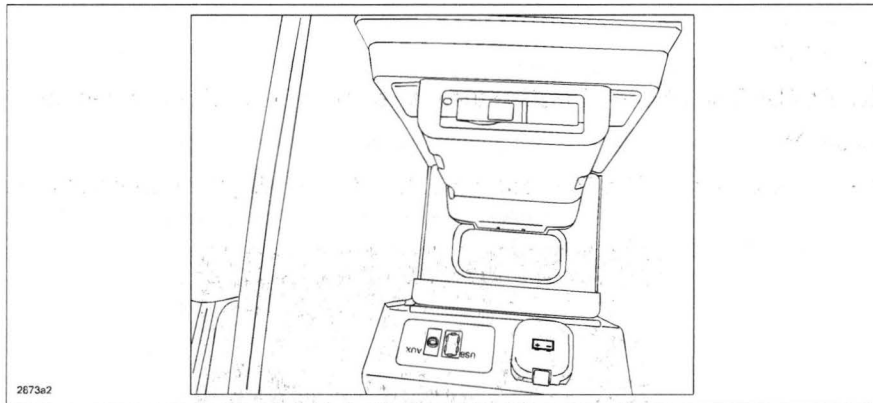
Mazda6



CX-5 and CX-9



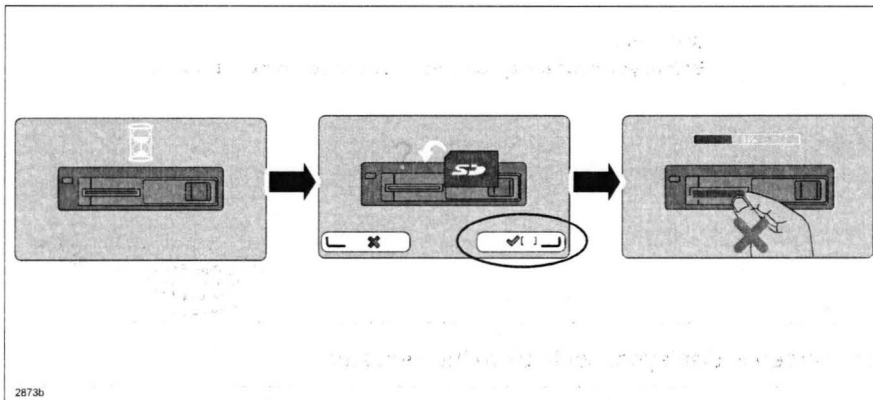
Mazda3



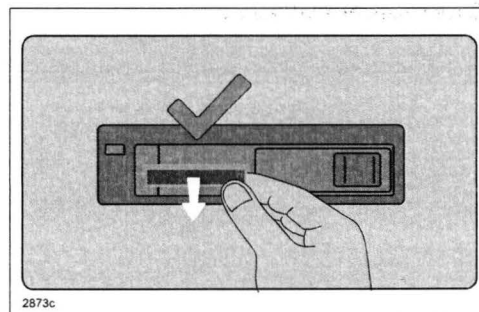
3. Turn the ignition ON and wait for the audio system to turn on.
4. Press the "NAV" button to switch to the navigation screen.

NOTE: It will take up to 1 minute to show the software update screen. First the hour glass appears, then you can select the "check mark" or wait 5 seconds and the software loading will start (progress bar is filled from 0%-100%).

CAUTION: DO NOT remove the SD card or turn the ignition OFF during software loading.



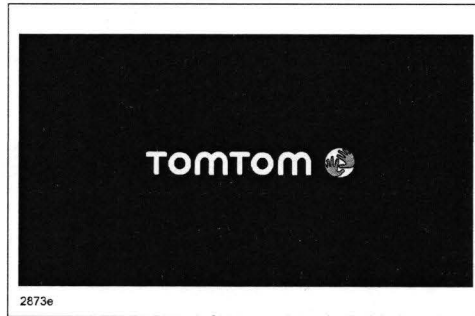
5. After the completion of the software update, the system will reboot and show a screen that says "No map data found." Turn the ignition OFF and remove the update SD card. The software update is complete.



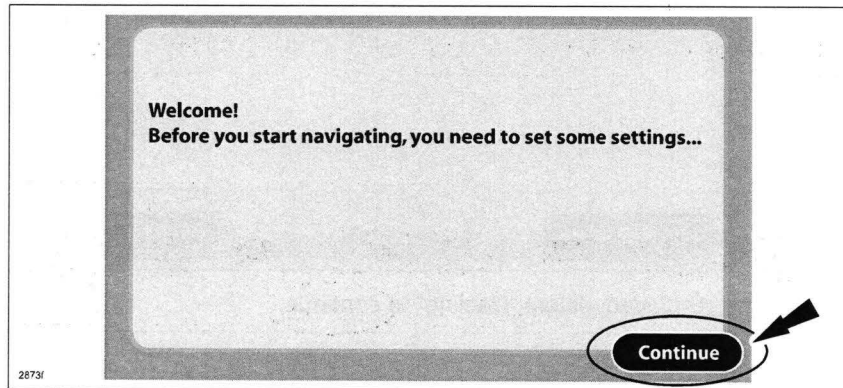
6. Insert the customer's MAP SD card and turn the ignition ON.
7. Check that the software version is properly updated. See TomTom Software Version Verification Procedure.

Procedure Before Confirming Software Version (only for dealer inventory vehicles that have not gone through PDI)

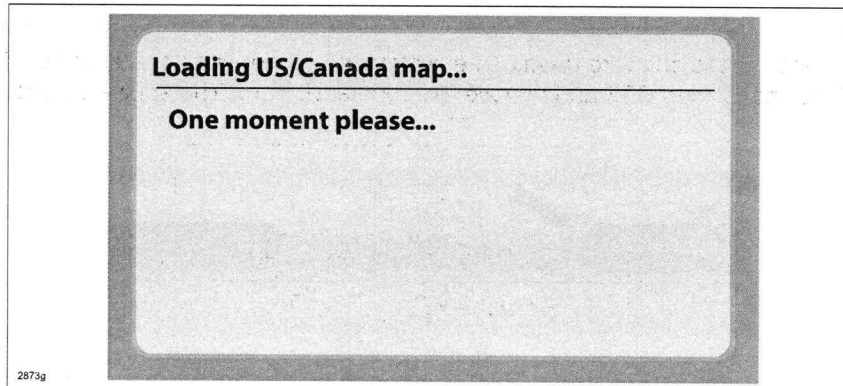
1. Turn the ignition OFF.
2. Install the ROOM FUSE and AUDIO FUSE to the fuse block in the engine compartment (if not installed).
3. Turn the ignition ON.
4. Press the "NAV" button and the TomTom logo is displayed, indicating the navigation unit is starting up.



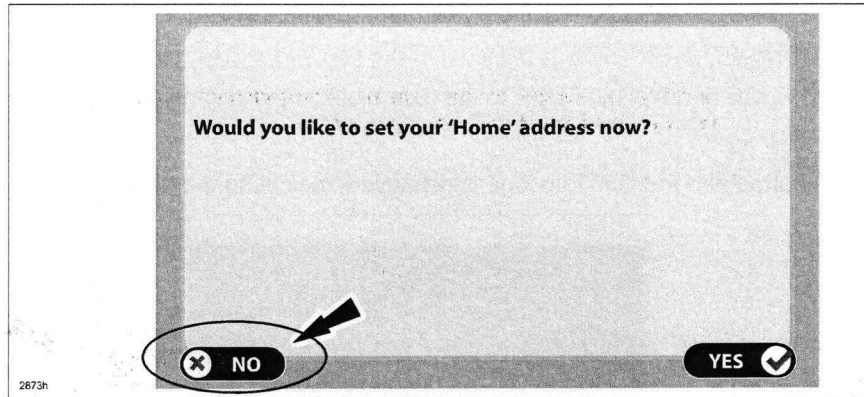
5. If the following screen is displayed, select "Continue" to continue.



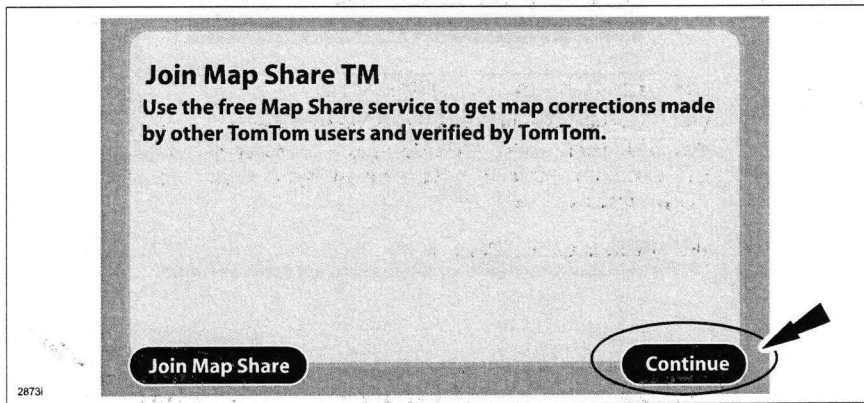
6. If the following screen is displayed, continue to the next step.



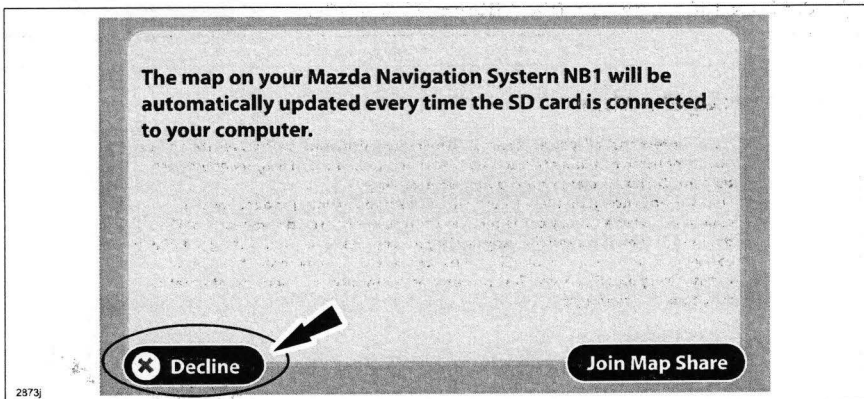
7. If the following screen is displayed, select "No" to continue.



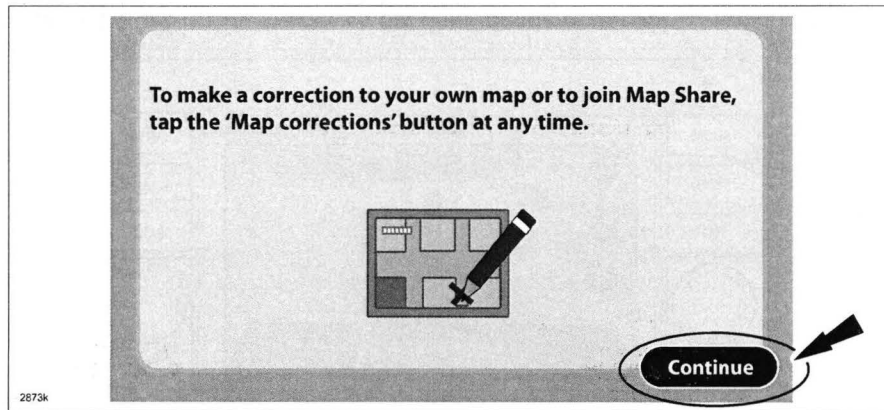
8. If the following screen is displayed, select "Continue" to continue.



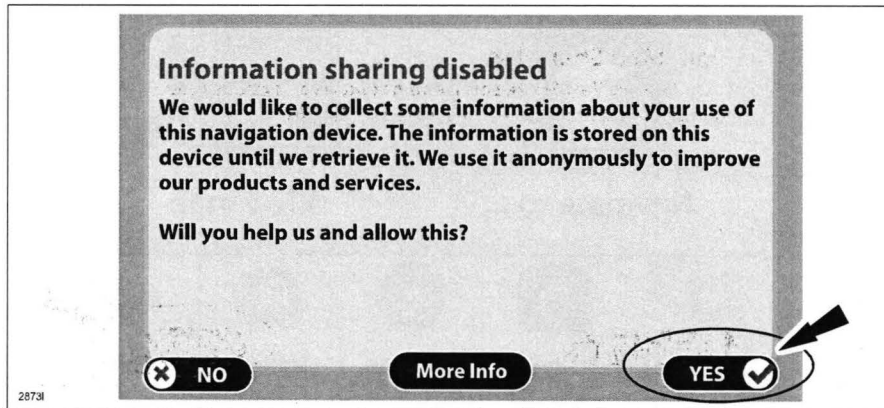
9. If the following screen is displayed, select "Decline" to continue.



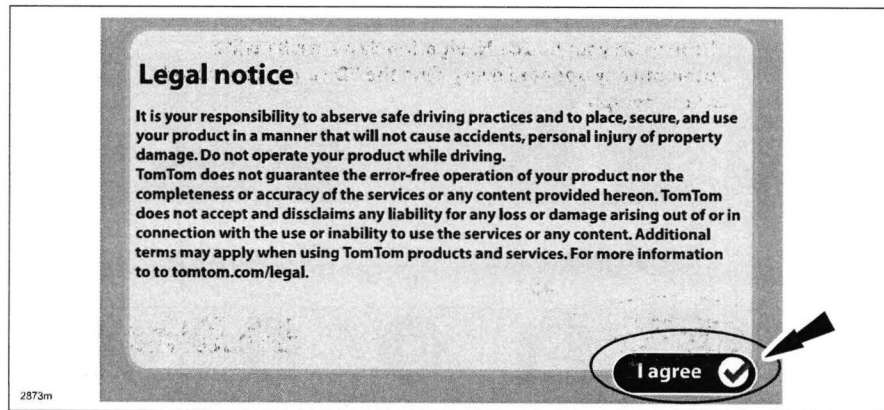
10. If the following screen is displayed, select "Continue" to continue.



11. If the following screen is displayed, select "Yes" to continue.

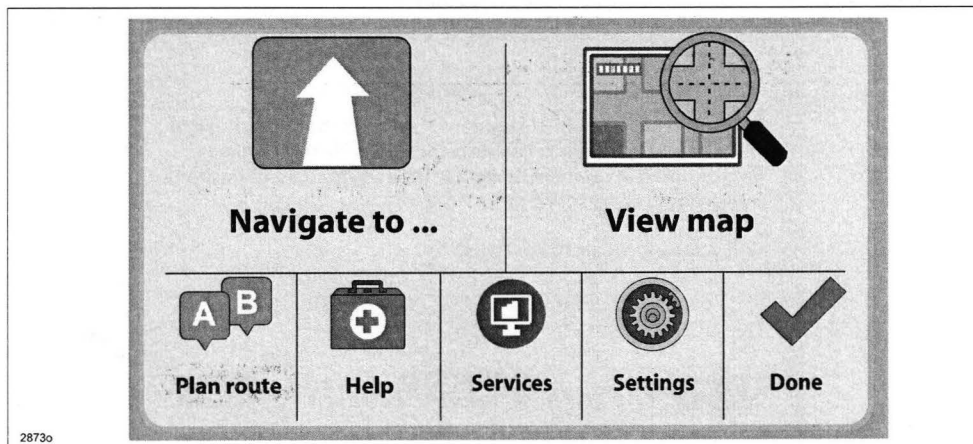
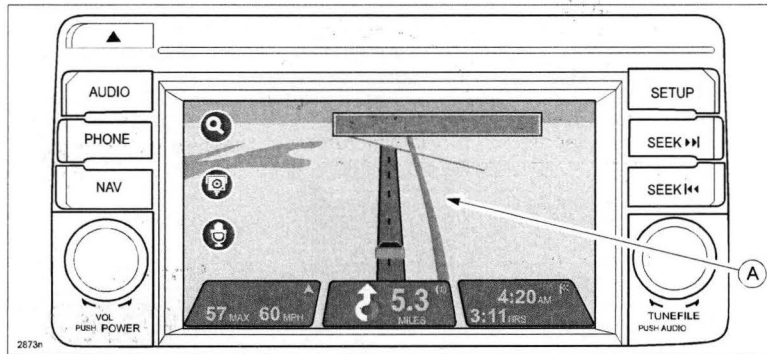


12. If the following screen is displayed, select "I agree" to continue.

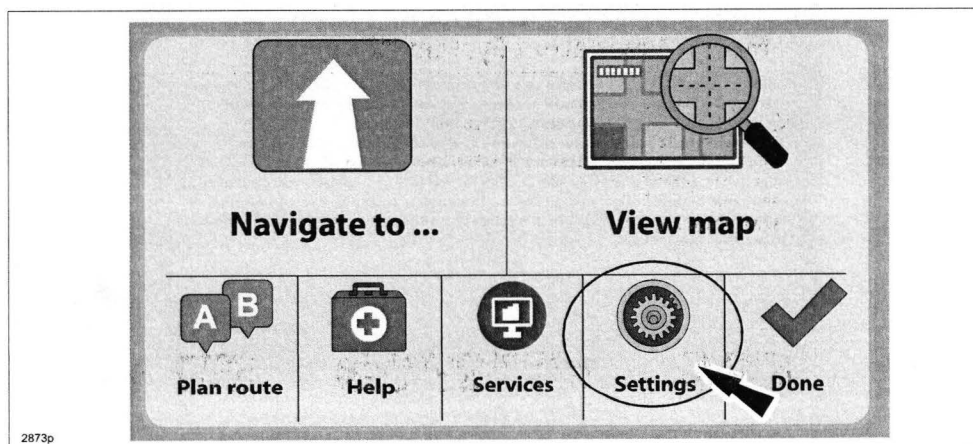


TomTom Software Version Verification Procedure

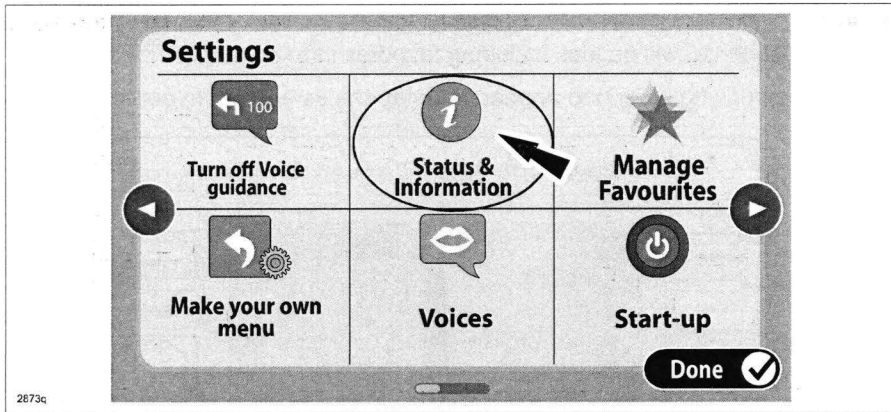
1. Wait for the navigation driving screen to appear then tap the screen (A) to get to the Main menu.



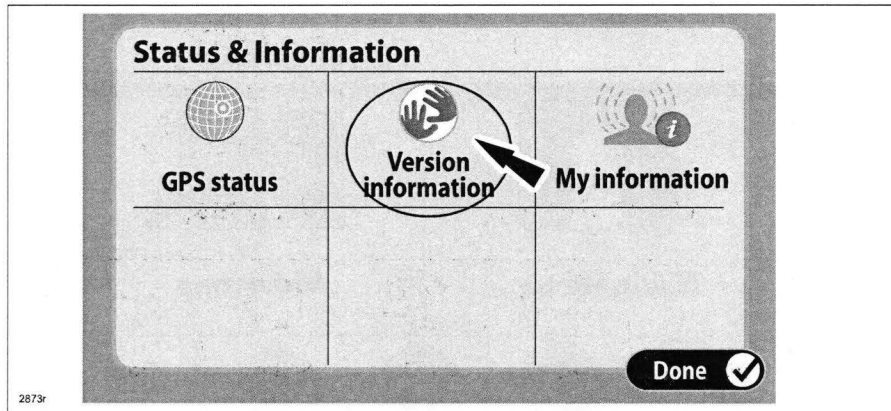
2. Select "Settings."



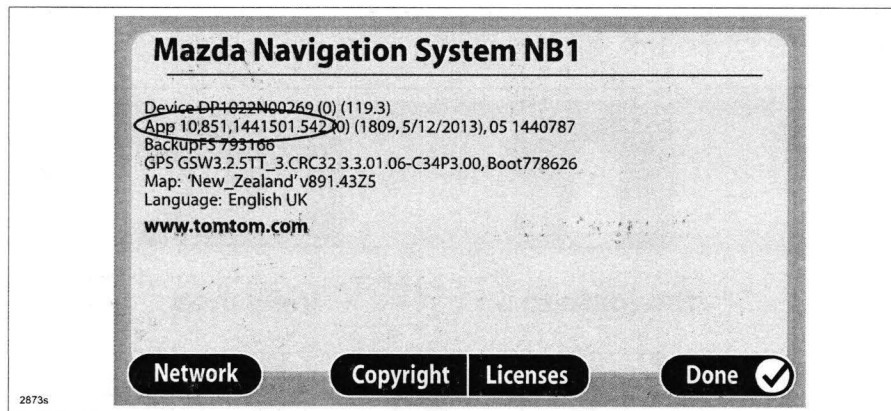
3. Select "Status and Information."



4. Select "Version Information."



5. Confirm the software version is "10.851" or higher. If it is, no update is needed or update was successful during the reflash procedure.

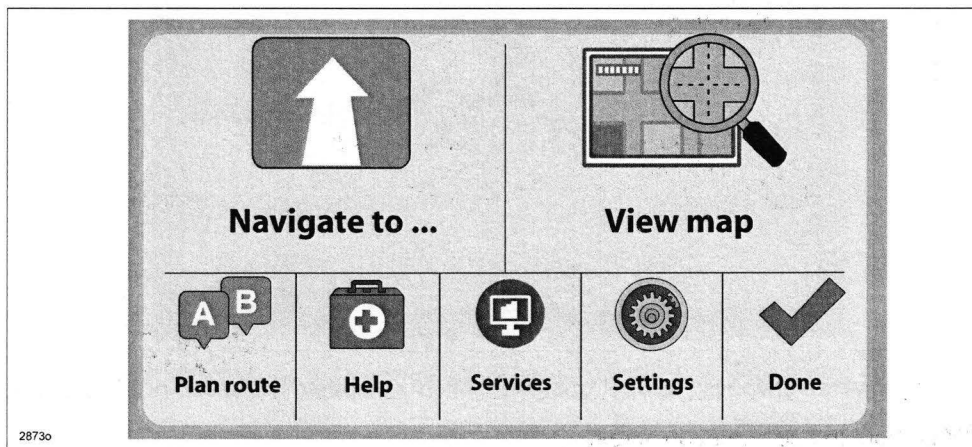
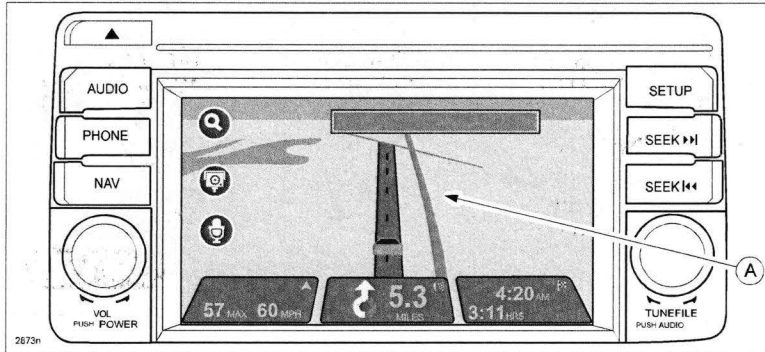


NOTE: If the software is updated using the Reflash Procedure, the version information (number) will be changed as indicated.
App reads 10.851

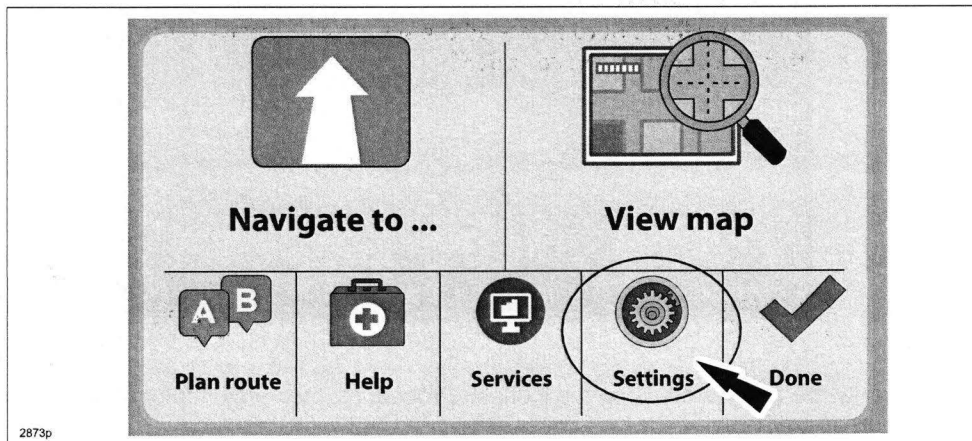
Factory Reset (only for dealer inventory vehicles before delivery to customer)

CAUTION: DO NOT use the factory reset for retail vehicles. Otherwise, personal settings (such as display and sound adjustments) will be lost, including favorites information.

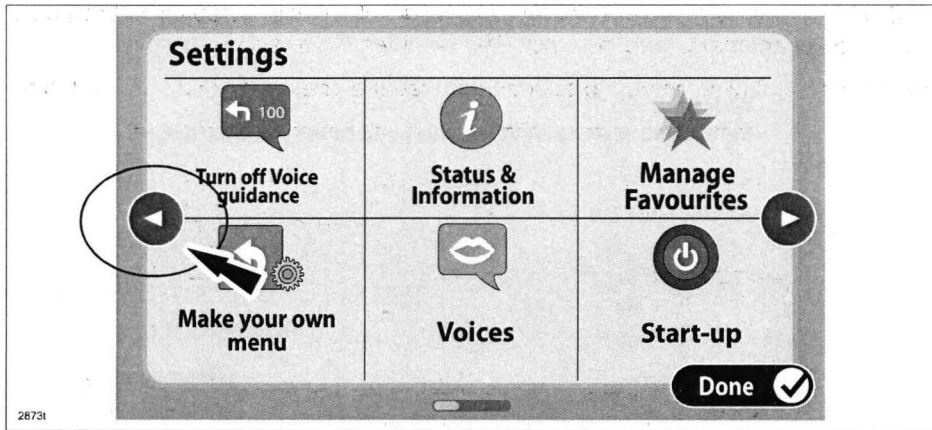
1. Wait for the navigation driving screen to appear, then tap the screen (A) to get to the Main menu.



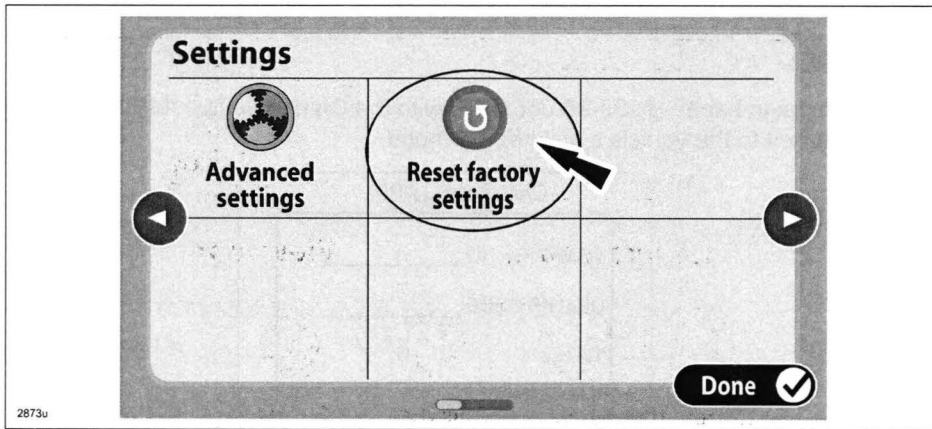
2. Select "Settings."



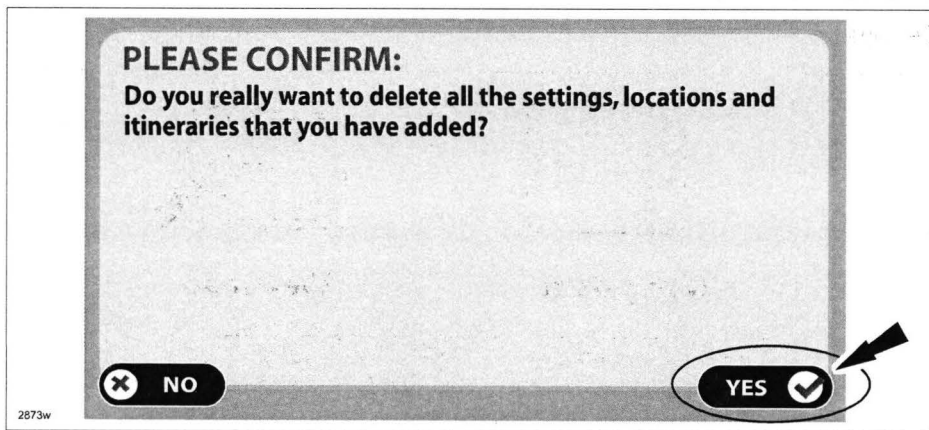
3. Select the "Menu left" icon.



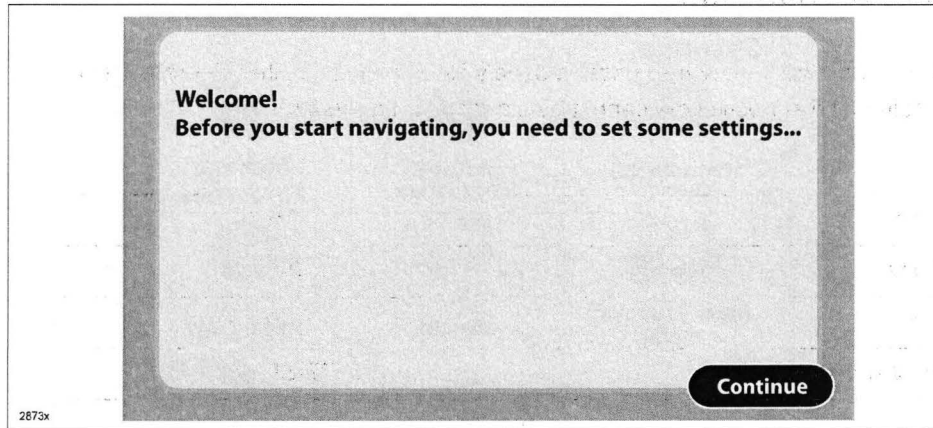
4. Select "Reset factory settings."



5. Select "Yes" from the confirmation screen.



6. Follow the on-screen instructions until you get to the "Welcome" screen.



7. Turn the ignition OFF.

CAMPAIGN LABEL:

1. Fill out a blue "Campaign Label" (9999-95-065A-06) with the Campaign No: "MSP42", your dealer code, today's date, and affix it to the vehicle's bulkhead or hood.

CAMPAIGN LABEL	
CAMPAIGN NO:	_____
DEALER CODE:	_____
DATE:	/ /

P/N 9999-95-065A-06

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2. Return the vehicle to the customer or dealer inventory.

WARRANTY INFORMATION

NOTE:

- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Process Number	AD056A
Symptom Code	99
Damage Code	99
Part Number Main Cause	7777-SP-J41
Quantity	0
Operation Number / Labor Hours:	XXK39XFX / 0.3 Hrs.
Sublet for One Time SD Card Reimbursement	
Sublet	Input: SD CARD
Sublet Code	Select "Z9" from drop down menu
Sublet Amount	Input: Cost of SD Card (\$10 max)
Sublet Text	Input: Reimbursement for SD Card

NOTE: Mazda will reimburse the dealer a "One Time" reimbursement, up to \$10 maximum, for the cost of the SD card necessary to complete the reprogramming of the TomTom unit.

Claims where the sublet is claimed more than once per dealer will be denied or debited.