

Subject: TOMTOM NAVIGATION SYSTEM SERVICE INFORMATION	Bulletin No: 09-041/12
	Last Issued: 10/19/2012

APPLICABLE MODEL(S)/VINS

2013 Mazda3

2013 CX-5

2013 CX-9

DESCRIPTION

The Navigation system support for diagnostics, parts authorization, and parts exchange require contacting the proper source.

- TomTom Navigation Help Desk at 866-486-6866 from 7am-11pm (M-F) and 9am-8pm (Sat) Eastern Standard Time.

NOTE: One of the first steps for troubleshooting the navigation system is for the customer to call TomTom. If the TomTom call center cannot solve the customer's problem, they will provide a case number to the customer that can be referred to if needed. Service Advisors should get this case number from the customer if the vehicle comes into the dealer for further diagnosis so the technician can have it when calling TomTom.

Exchange TomTom navigation units are shipped from United Radio with a brand new SD card installed. The original navigation unit should be returned with the original SD card installed inside the navigation unit. DO NOT reuse the original SD card with the new navigation unit.

- If the customer has previously updated his/her map or purchased any content:
 - They can download the purchased content to the new SD card at no additional cost. If the customer has questions, refer them to www.mazdausa.com/navigation.
 - If the customer had previously set favorite locations or other settings, they will need to enter the changes again.
 - The new SD card comes with a new Latest Map Guarantee (LMG). If the customer does not have an active update subscription, they can download the latest map using LMG.
- If the customer has NOT updated his/her map or purchased any content:
 - They do not need to update the SD card, it will function as is. If the customer had previously set favorite locations or other settings, they will need to enter the changes again.
 - The new SD card comes with a new Latest Map Guarantee (LMG). The customer can download the latest map using LMG.

NOTE: Make sure that the original SD card is returned with the original unit. The navigation unit serial number is recorded on the SD card and will be checked. If the original card is not returned with the unit, the core will not be considered complete.

For TomTom user guides and update resources, refer to www.mazdausa.com/navigation.