

Service Information

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|--|------------------------|--|-----------------|
| Category T | Repair Guidance | Ref. No. R099/13 | Page 1 of 17 |
| Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers | | Date Issued November 28, 2013 | |
| Please convey this information to your <input type="checkbox"/> Director <input checked="" type="checkbox"/> General Manager <input checked="" type="checkbox"/> Warranty Dept. <input checked="" type="checkbox"/> Parts Dept. <input checked="" type="checkbox"/> Training Dept. <input checked="" type="checkbox"/> Field Rep. | | Date Revised | |
| Applicable Model Mazda 3 (BM) with MZD Connect Infotainment System | | Applicable Countries or Specifications Europe | |

Subject: Updated Software release for MZD Connect

DESCRIPTION

Some vehicles may experience the symptoms mentioned below. Some of these concerns can be solved by latest software update.

Note:

Mazda is in progress to further improve the MZD Connect Infotainment System software, and may issue future software updates to improve system operation and performance.

SYMPTOMS

The following symptoms can be solved by latest software (Ver.25.00.400B)

- * A message "Charging System Malfunction" may be displayed on the center display by mistake (no charging system warning light in the instrument cluster).
- * The Voice Recognition may not be activated even when pressing the TALK button.
- * Spelling of words displayed on the center display in languages other than English is incorrect.
- * French pronunciation used in the voice guidance of navigation system is not appropriate.

Note:

Dealer stock vehicles and demonstration vehicles need to be upgraded to the latest software as part of PDI operation.

MASS- PRODUCTION CHANGE

JMZ BM **** ** 130584

November 25, 2013

REPAIR PROCEDURE

MZD CONNECT Software Version Verification Procedure

Note:

When the system is updated, all factory default settings are restored and personal settings (such as display and sound adjustments) are lost, including favorites information and phones paired with the system.

1. Make sure the IG switch is "OFF".

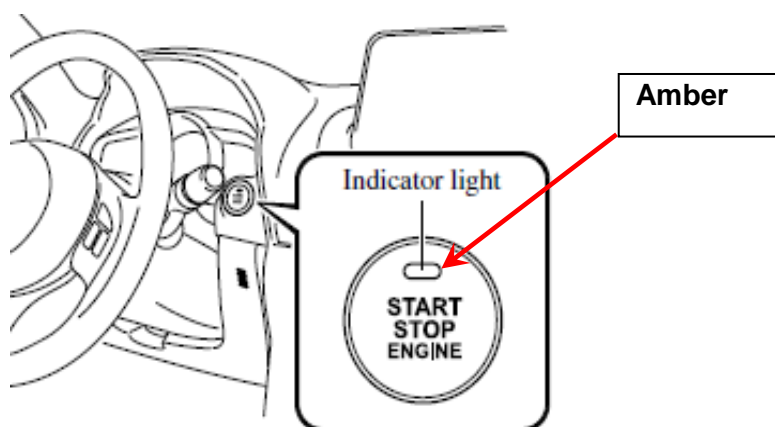
NOTE: All electrical loads should be turned off during the reflashing process, especially the air conditioner (blower), rear defogger, and room lamps.

2. Install the ROOM FUSE and AUDIO FUSE to the fuse block in engine room (if not installed).

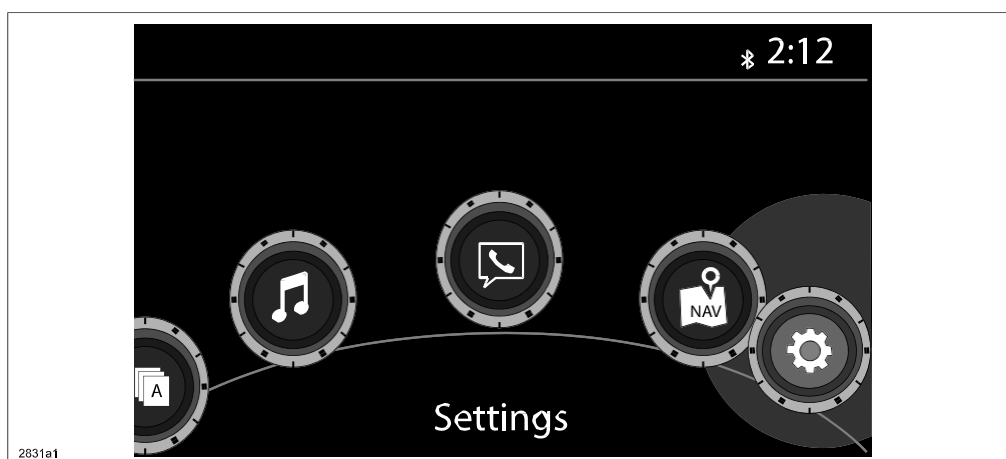
Press the START/STOP ENGINE push button 1 time without depressing the clutch pedal (manual transaxle) or the brake pedal (automatic transaxle), to switch the ignition position to ACC.

NOTE: The engine starts by pressing the push button start while depressing the clutch pedal (manual transaxle) or the brake pedal (automatic transaxle). To switch the ignition position without starting the engine, press the START/STOP ENGINE push button without depressing the pedal.

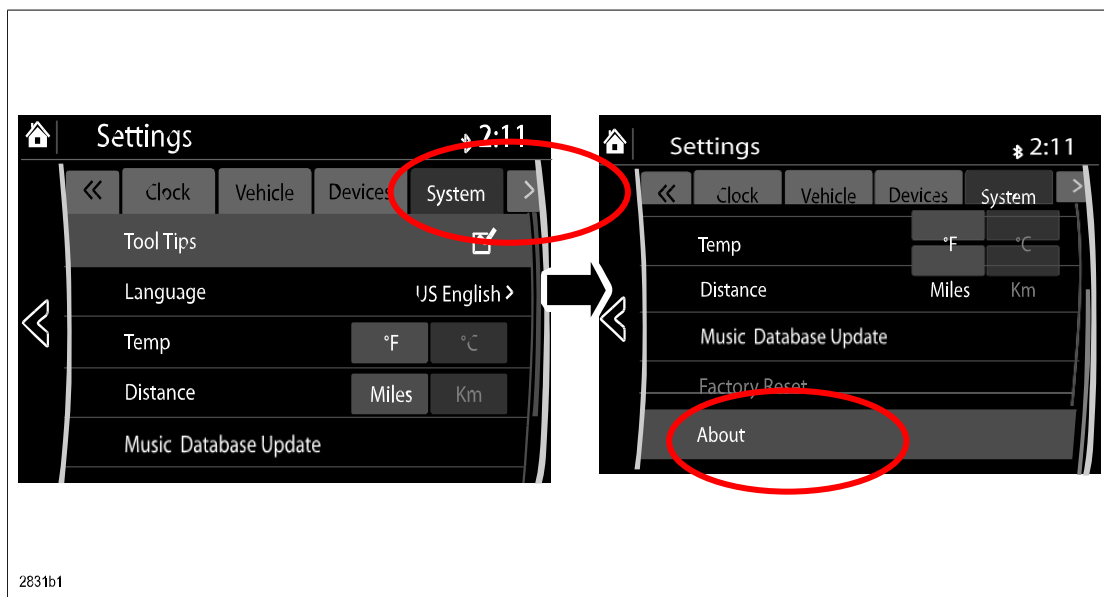
Confirm that the push button start indicator light (A) is illuminated (amber) and the display in the instrument cluster is OFF (ignition position is in ACC).



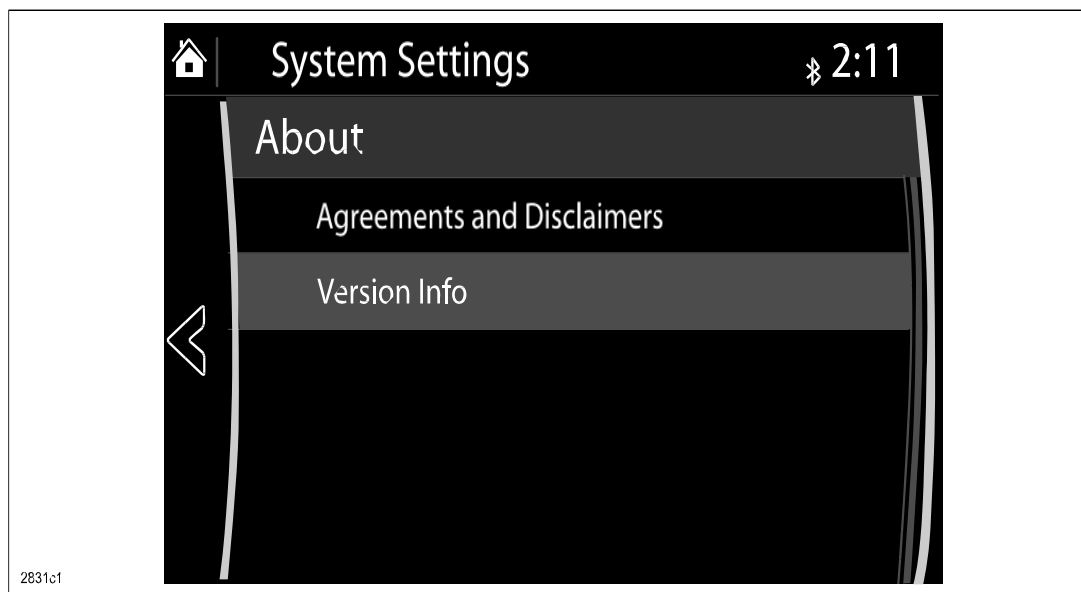
3. Select "Settings" from the Home screen to check the software version.



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

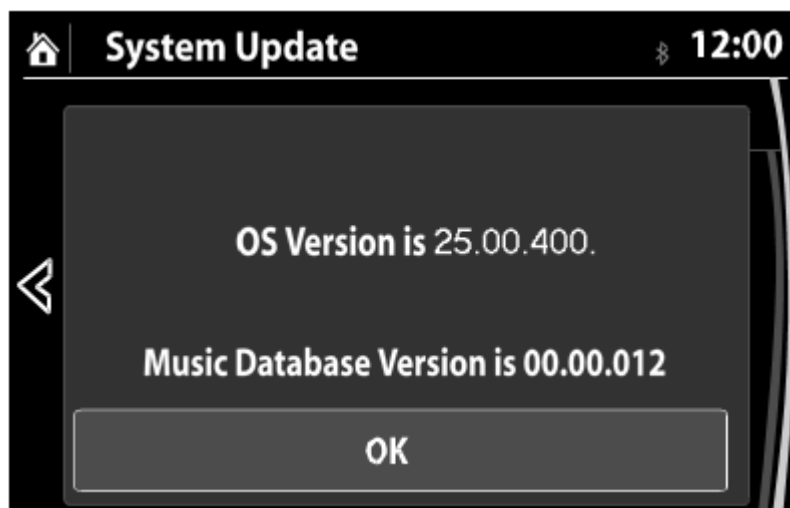


5. Select "Version Info" from the "About" screen.



6. Make sure the software version is 25.00.400 or later, then select OK. If it is not 25.00.400 or later, update the system using a USB memory stick with the latest software according to the "Reflash Procedure" as below.

Note: Use a new USB memory stick (USB2.0 and 8GB or more) with the latest software which is downloaded according to the instruction to following "MZD CONNECT Software downloads procedure".



MZD CONNECT Software downloads procedure

You can download the latest software at [http: https://mazdashare.com/mtds/](https://mazdashare.com/mtds/) Mazda Technical Download server. **Note: access to this application is controlled by your Dealers Mazda Portal administrator.**

1. Format a new USB memory stick.
2. Download the latest software to the USB memory stick from the web site with the above URL.

Reflash Procedure:

NOTE: When the system is updated, all factory defaults are restored and personal settings (such as display and sound adjustments) are lost, including favorites information and phones paired with the system. Before starting the reflash procedure, obtain the customer's acceptance for this reversal.

1. Record the customer's radio favorites (AM/FM).

2. Turn the ignition switch to OFF.

NOTE: All electrical loads should be turned off during the reflashing process, especially the air conditioner (blower), rear defogger, and room lamps.

3. Remove the Navi-SD card from slot, if any.

Note: Nothing should be inserted in the Navi-SD slot during the reflashing process.

4. Install the ROOM FUSE and AUDIO FUSE to the fuse block in engine room (if not installed).

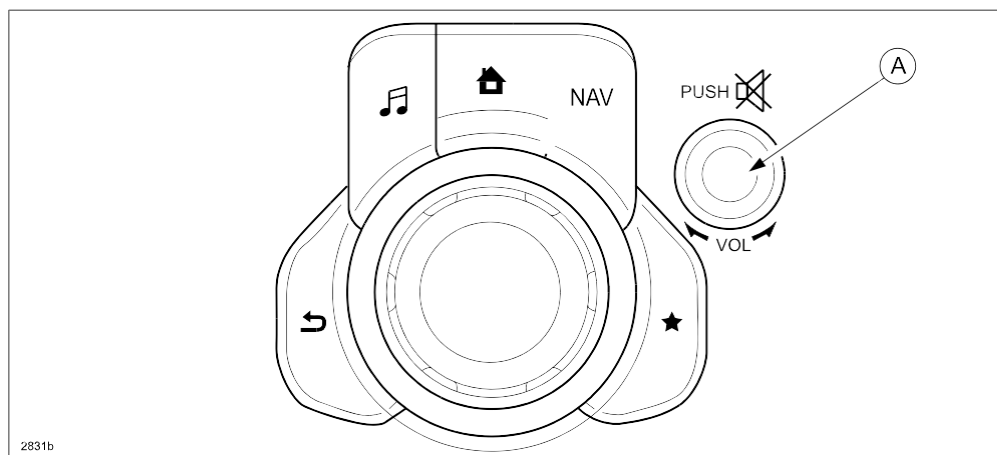
5. Connect battery charger (charge current to be maintained within 4A – 5A) to the vehicle to stabilize voltage fluctuation.

6. Press the START/STOP ENGINE push button 1 time without depressing the clutch pedal (manual transaxle) or the brake pedal (automatic transaxle), to switch the ignition position to **ACC**.

NOTE: The engine starts by pressing the push button start while depressing the clutch pedal (manual transaxle) or the brake pedal (automatic transaxle). To switch the ignition position without starting the engine, press the START/STOP ENGINE push button without depressing the pedal.

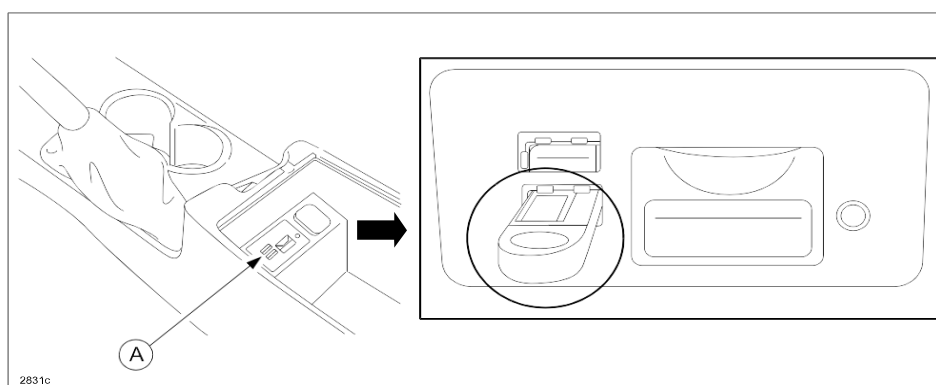
NOTE: If the ignition is left in the ACC position it will automatically switch off after 25 minutes. Pressing and releasing the clutch pedal (Manual Transaxle) or the brake pedal (Automatic Transaxle) before 25 minutes resets the timer to ensure the vehicle does not switch off during the reflash process.

7. Verify that there is a sound coming from the speakers. If sound cannot be heard, turn the volume dial (A) to turn the volume up, or make sure that MUTE is not on.



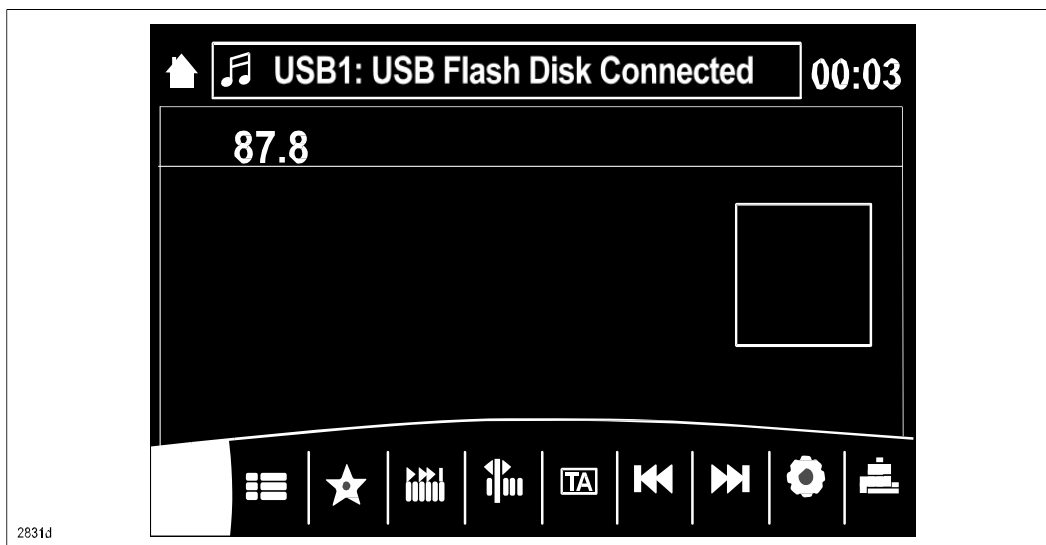
NOTE: When sound is heard from the speakers, the system is in stand-by condition.

8. Connect the prepared USB memory stick to the either one of the two USB port (A) (depending on vehicle equipment).



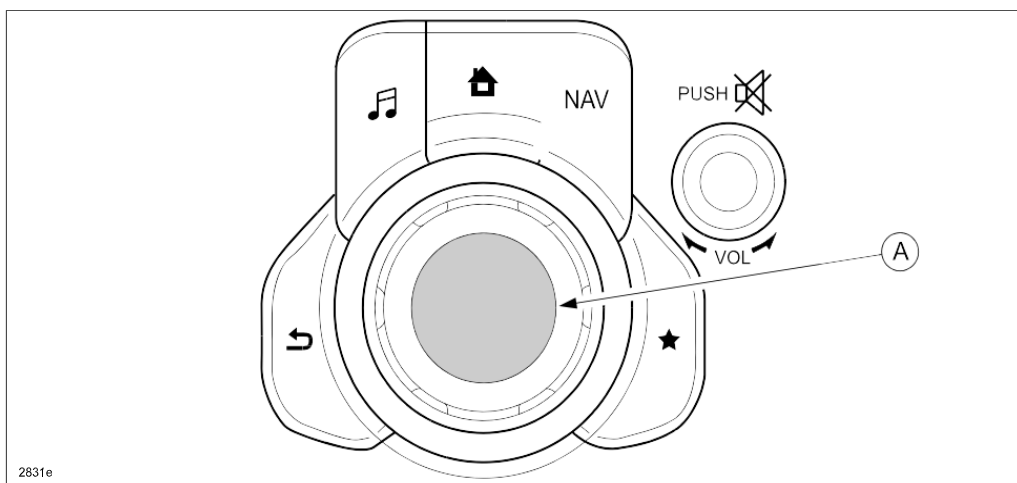
NOTE: Only the prepared USB memory stick should be inserted in one of the USB ports. Nothing should be inserted in the other USB port and SD slot during the re-flashing process.

9. When the USB memory stick is recognized, the following message will appear briefly on the screen.

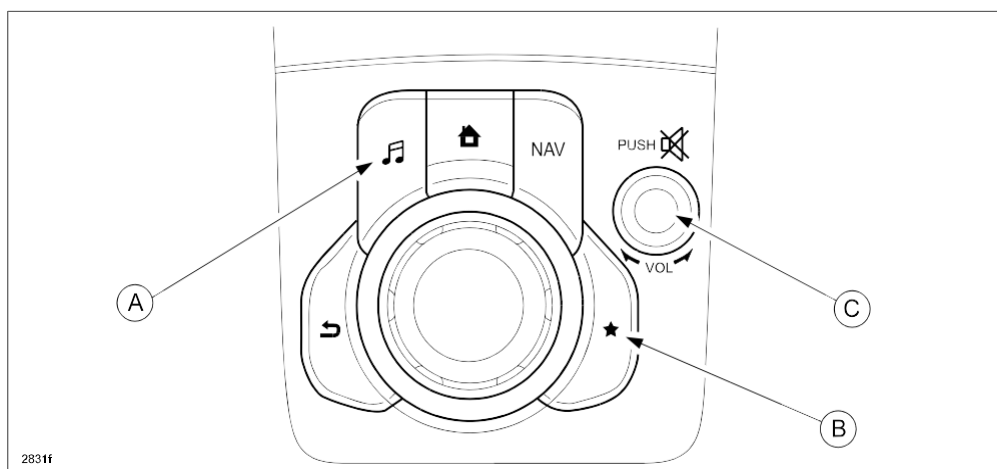


NOTE: *It takes approx. 5 seconds before the USB memory stick is recognized.
*If the USB memory stick is not recognized, perform the following:

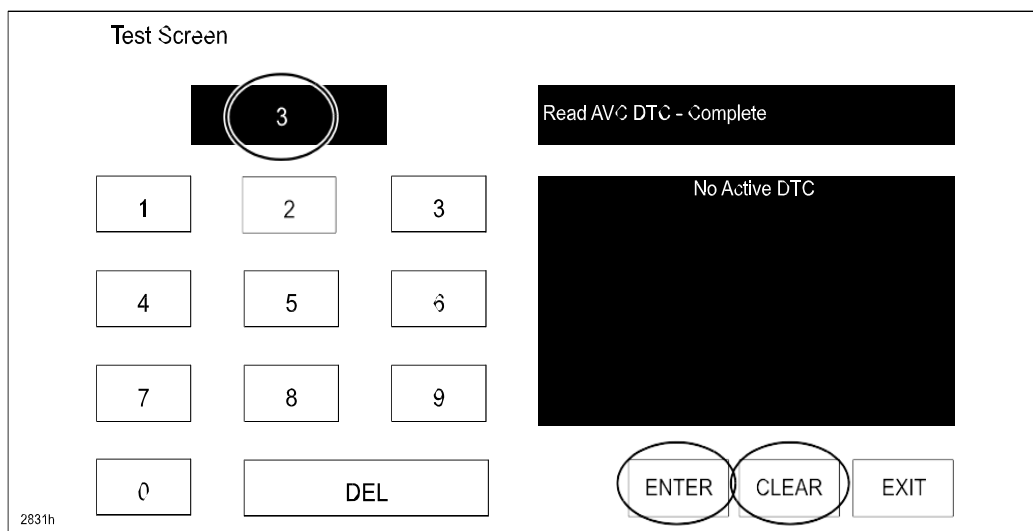
- (1) Select "Setting".
- (2) Select "System".
- (3) Select "Factory Reset".
- (4) Push the commander switch knob (A) to "Enter".



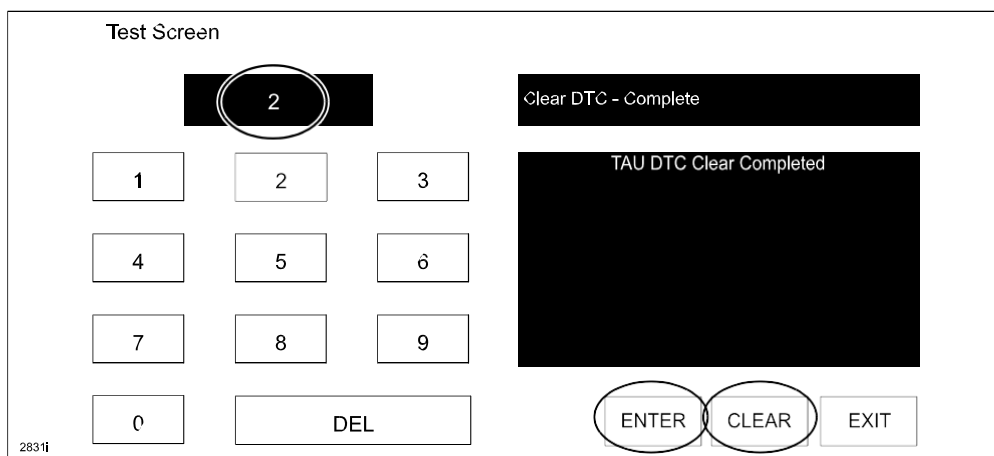
10. Press the three buttons (Music (A) + Favorites (B) + Volume Mute(C)) on the commander switch at the same time for 2-5 seconds and the Diagnostic Test Screen will appear.



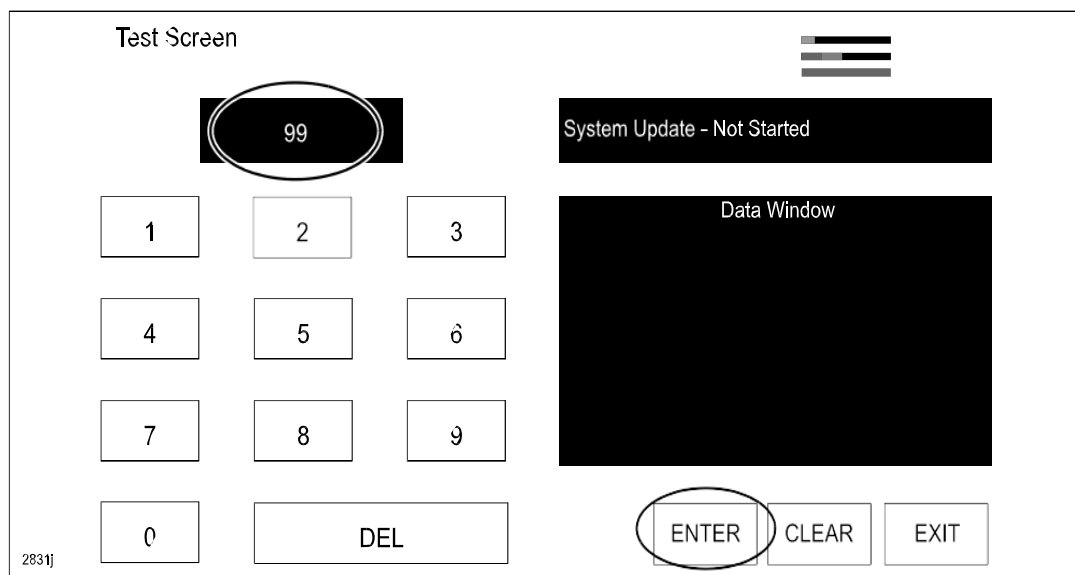
11. On the test screen, input '3' and then select "ENTER" to verify whether any DTCs (in the CMU) are active. Select "CLEAR" to go to next step.



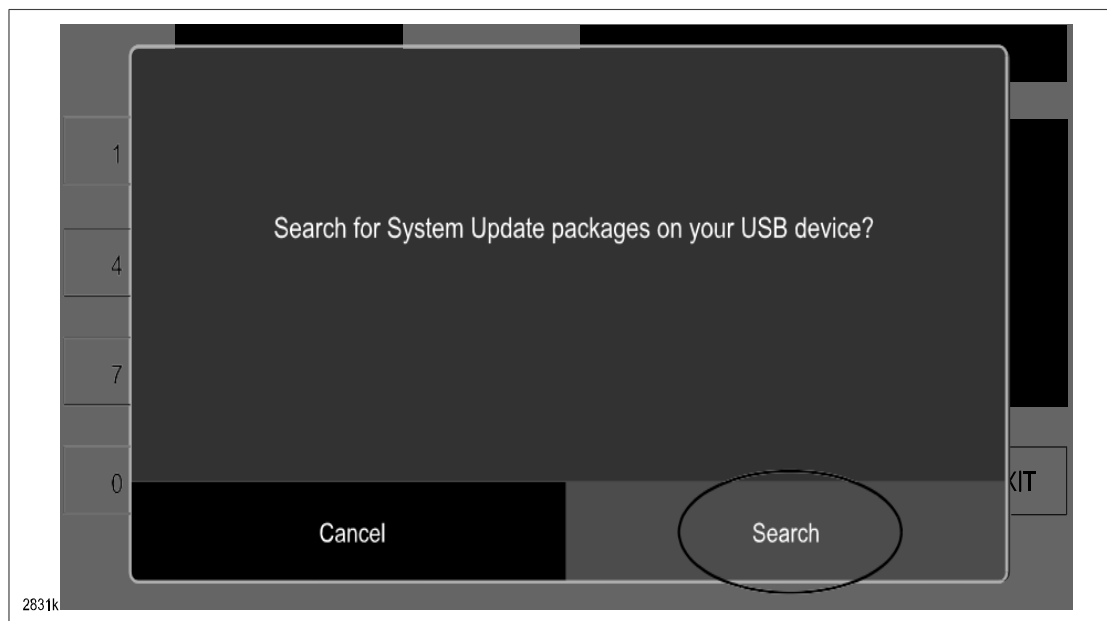
12. If any DTCs are present, input '2' on the test screen and then select "ENTER". This will internally clear all the earlier set DTCs (in the CMU). Select "CLEAR" to go to next step.



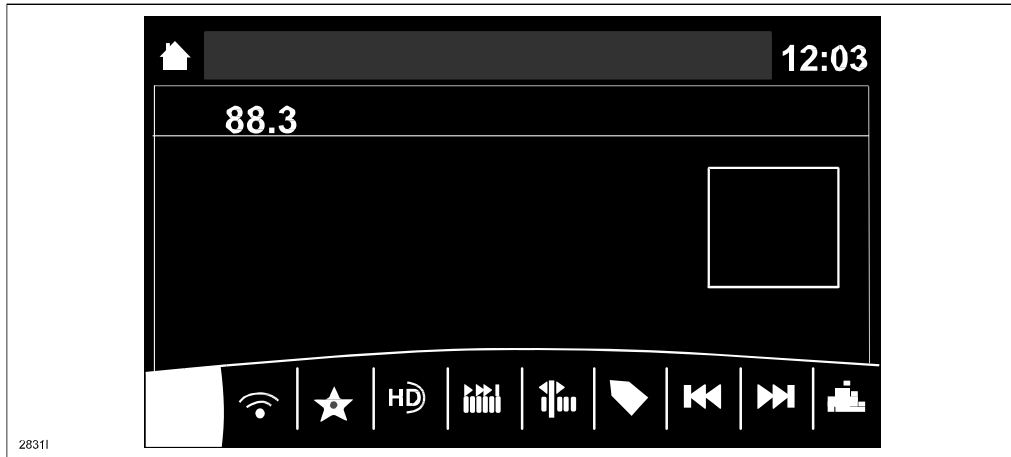
13. Use the touchscreen or the commander switch to input '99' and then select "ENTER" on the Test screen.



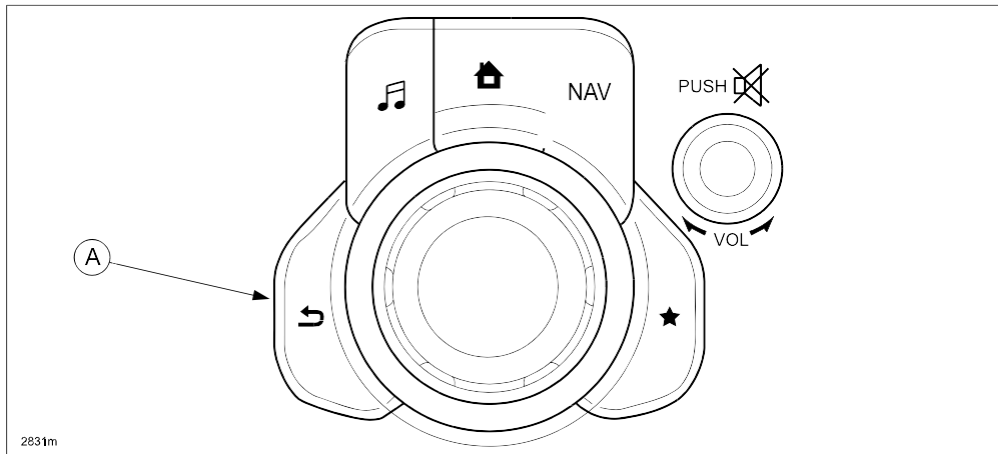
14. Select "Search" on the screen below.



NOTE: If the following screen is displayed, perform the following.

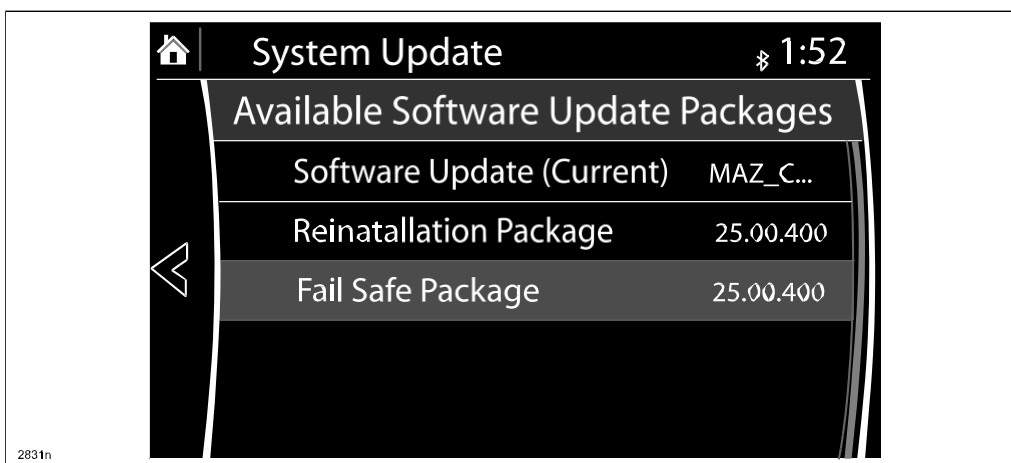


15. Press the “Return” button (A) on the commander switch.

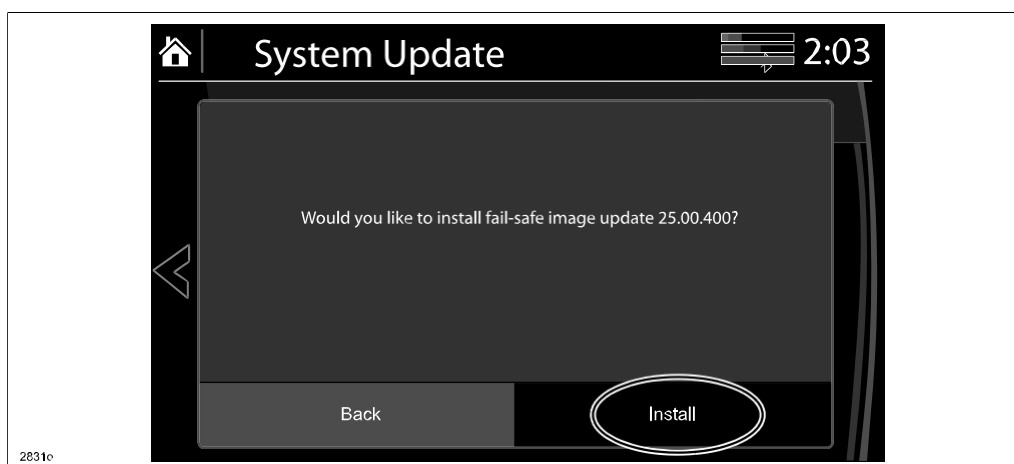


16. Verify that the screen changes back to the screen below.

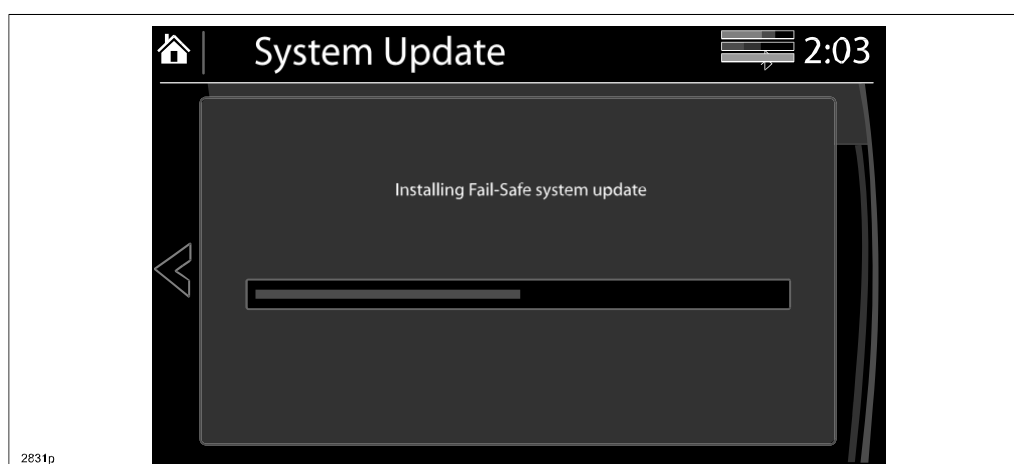
Select “Fail Safe Package” first using the touch screen.
CAUTION: Always do the “Fail Safe Package” first, followed by “Reinstallation Package”.



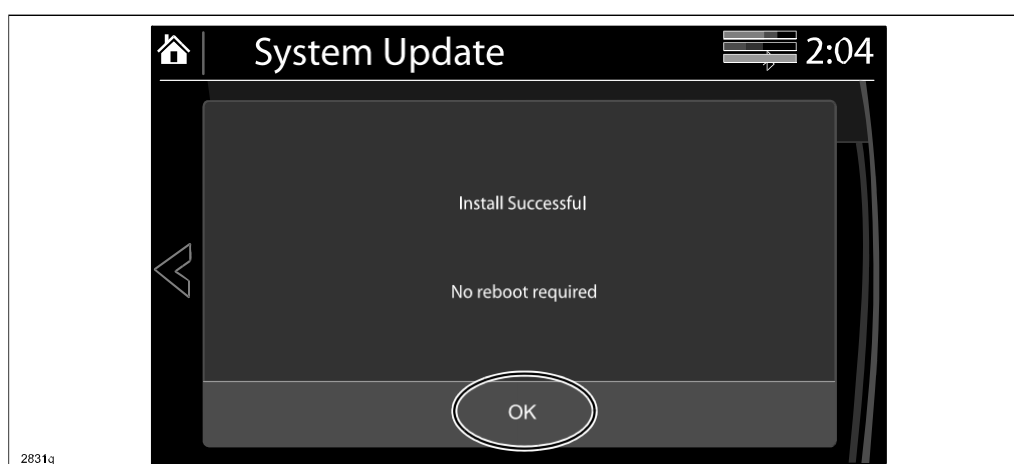
17. Select "Install" on the screen below and the Failsafe installation process will start.



18. Failsafe installation process will start.



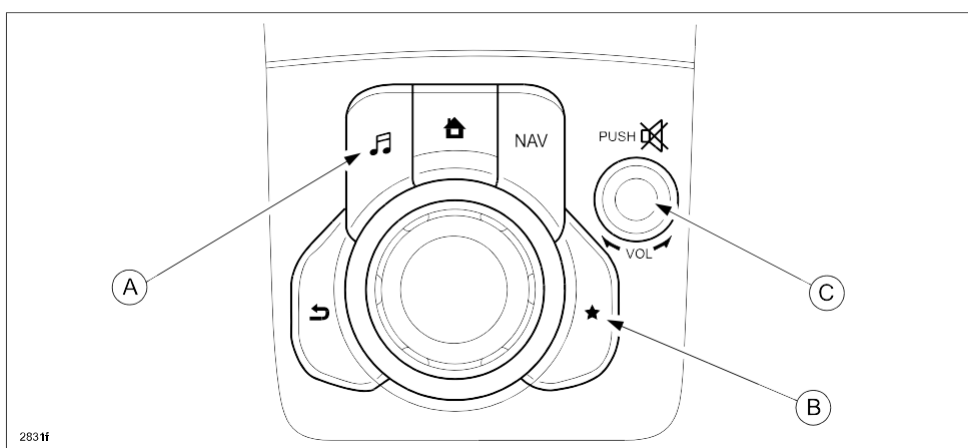
19. After the Failsafe installation process is completed, select "OK".



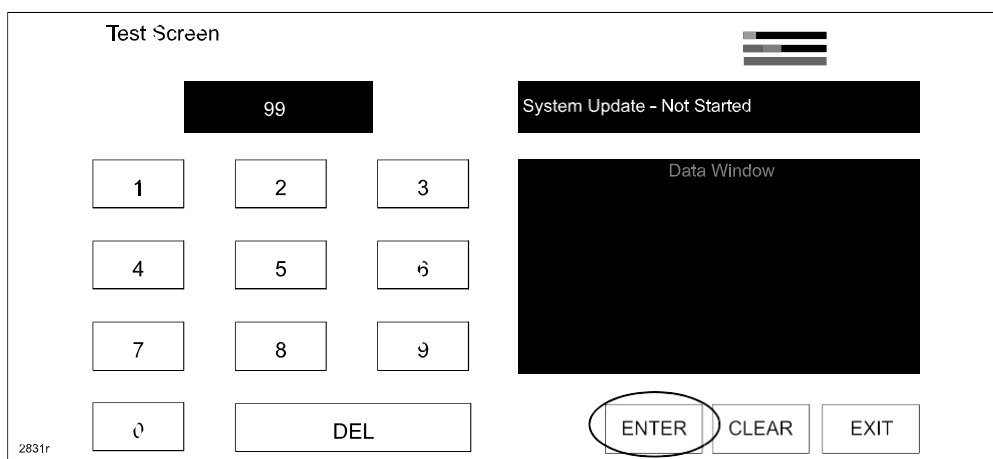
20. Press and release the clutch pedal (Manual Transaxle) or the brake pedal (Automatic Transaxle) and proceed with the following steps without stopping.

NOTE: If the ignition is left in the ACC position it will automatically switch off after 25 minutes. Performing this step resets the timer to ensure the vehicle does not switch off while installing the reinstallation package.

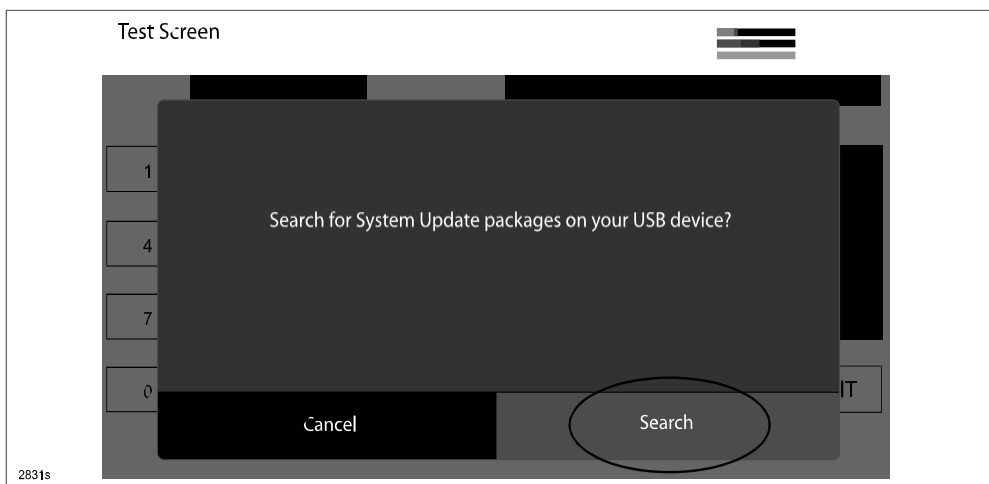
21. Press the three buttons (Music (A) + Favorites (B) + Volume Mute(C)) on the commander switch at the same time for 2-5 seconds to open the Diagnostics Test screen again.



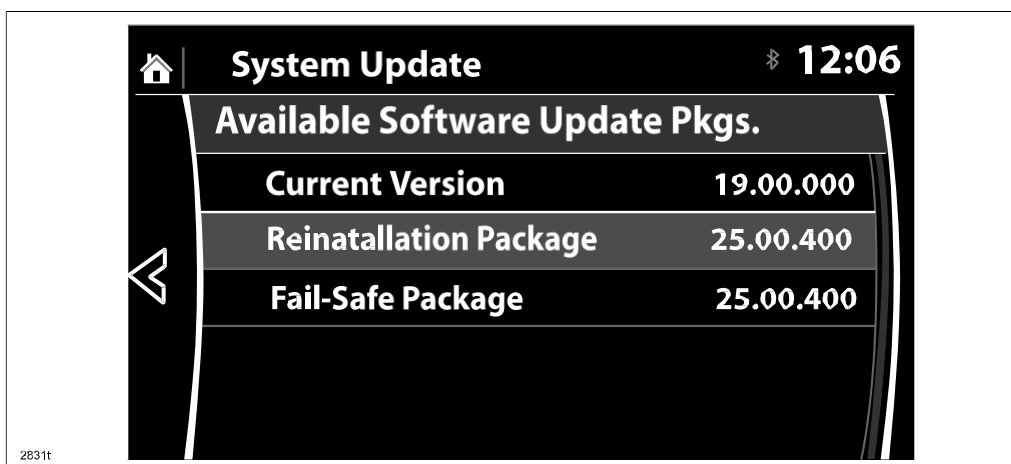
22. Use the touchscreen or the commander switch to input '99' and then select "ENTER" on the Test screen.



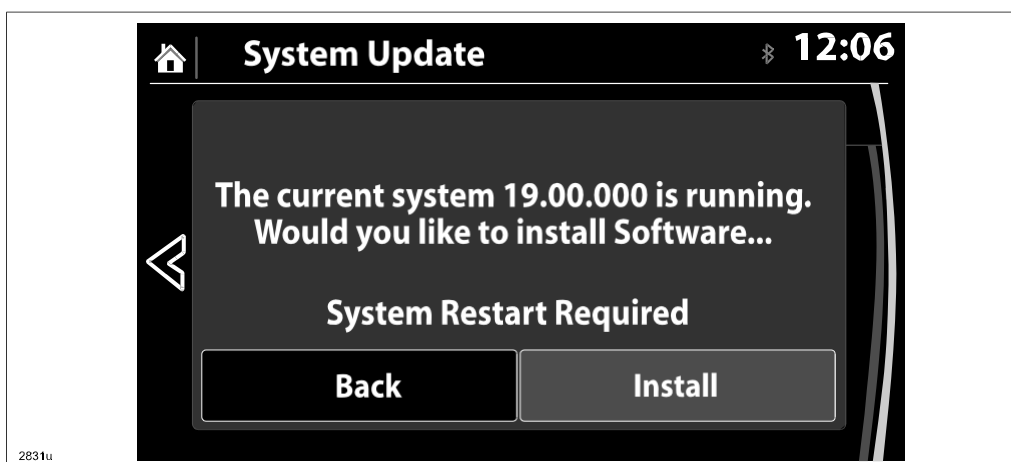
23. Select "Search" on the screen below.



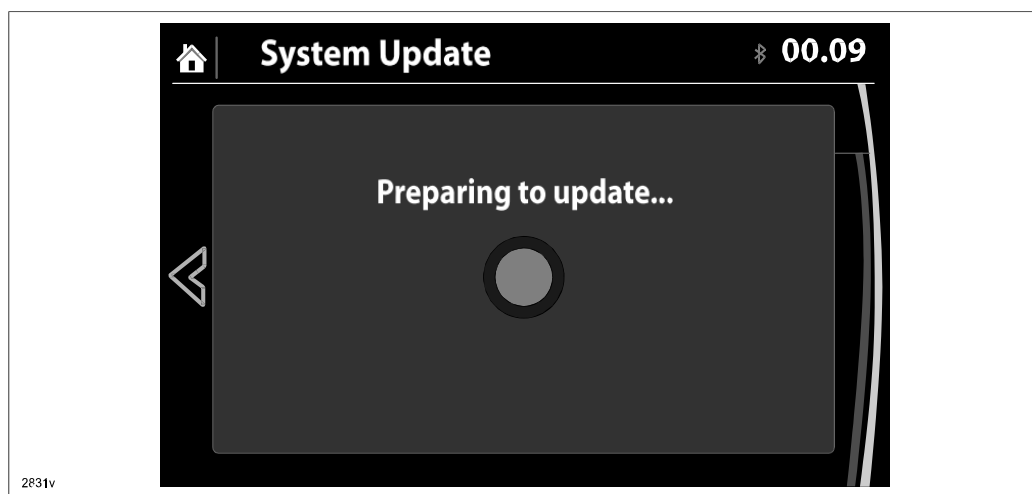
24. Select "Reinstallation Package" on the screen below.



25. Select "Install" on the screen below.



26. The screen below will be displayed.

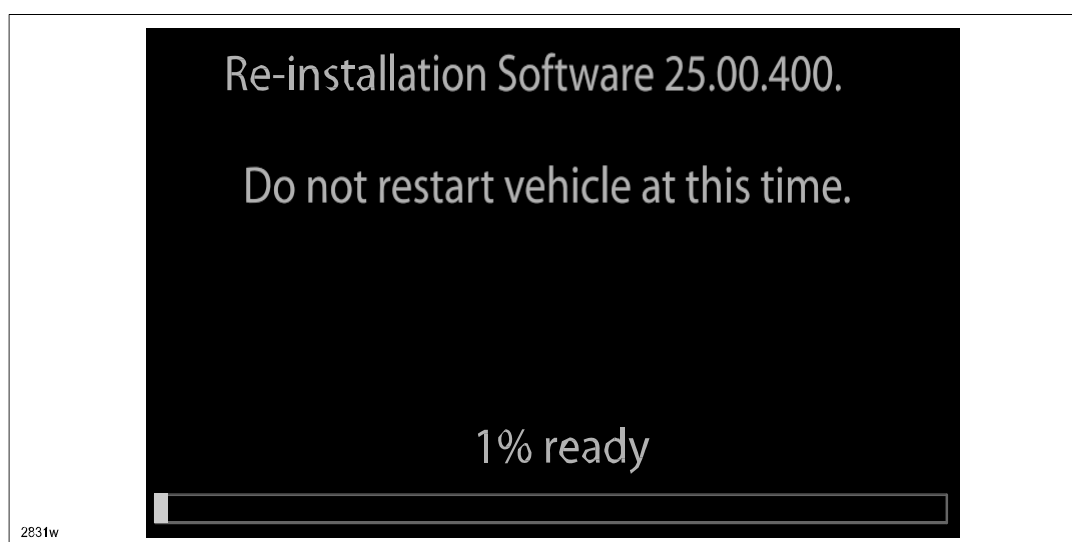


NOTE: A blank screen is displayed momentarily. It will take approx. 2 minutes before the reflashing process moves to the next screen.

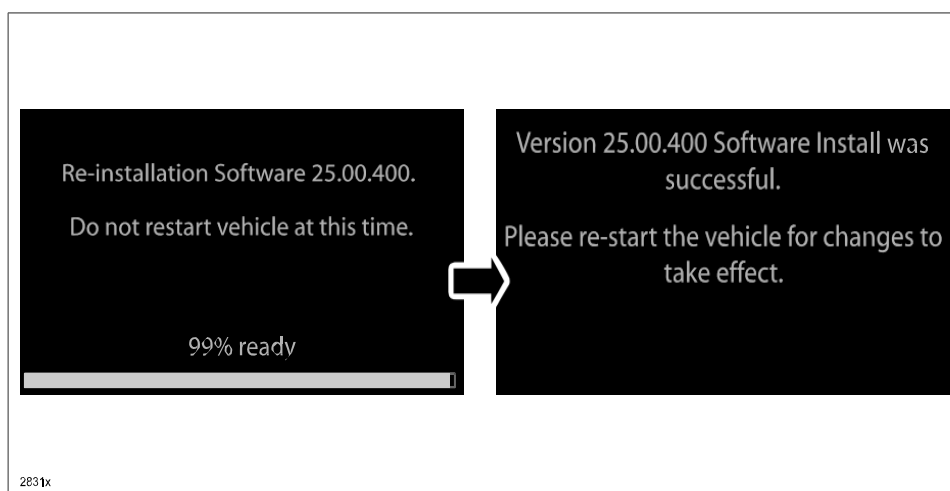
27. Reinstallation will start from 0% and as the reflashing process takes place, the progress bar will gradually increase to 100%.

NOTE: In order to avoid the ACC power being turned off during the reflashing process, press and release the clutch pedal (Manual Transaxle) or the brake pedal (Automatic Transaxle) before 25 minutes if needed.

NOTE: It may be difficult to read the display at times as it becomes dark, but "Do not restart vehicle at this time" is displayed.

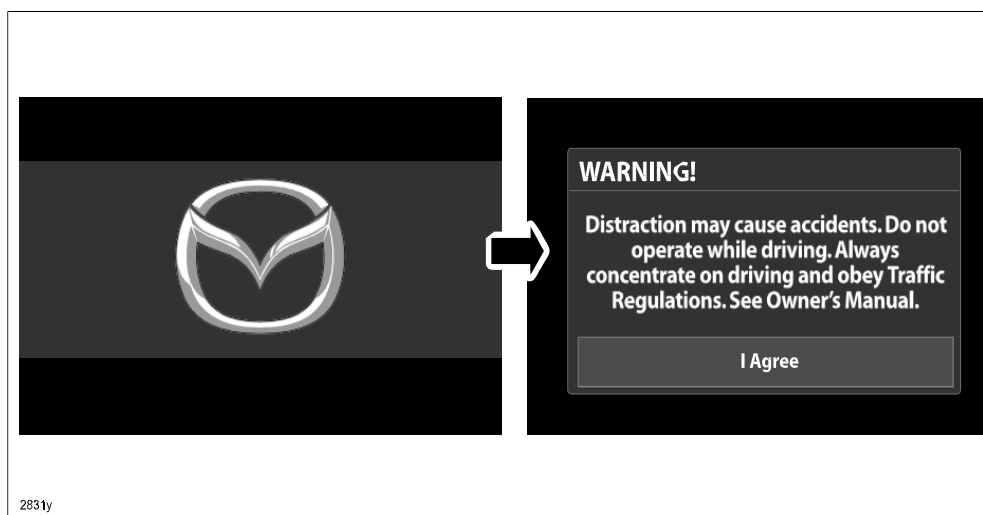


NOTE: It will take some time for the reflashing process to get from 98 % to “100%.”



28. After the update is completed with the above right screen, confirm that the push button start indicator light is illuminated (amber) and the display in the instrument cluster is OFF (ignition is in “ACC”). If the ignition is “OFF” and the push button start indicator light is not illuminated (amber), turn the ignition to “ACC” and one of the following two screens will be displayed.

Type A: Reprogramming has already been completed. Go to next step.



Type B: The ignition was turned “OFF” during the reflashing process. This screen will continue to be displayed until reflashing is completed. After the reflashing has been completed, go to next step.



29. Turn the ignition switch OFF, and then turn the ignition to ACC again.

30. Check the software version to make sure it is the same as on the USB memory stick.
See MZD CONNECT Software Version Verification Procedure.

31. Turn the ignition switch OFF, then remove the USB memory stick from the USB port.

NOTE: Before attempting to re-pair a phone to the system, delete MAZDA from the list of Bluetooth devices on any phone that is paired with the system. If not deleted, the phone will not be able to be paired with the system because the phone will not overwrite the existing Bluetooth link.

32. Disconnect the battery charger from the vehicle.

33. Set the customer's radio favorites (AM/FM)

34. Insert the Navi-SD card into slot (if necessary).