

# Service Information

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|  |                        |  |                 |
|--|------------------------|--|-----------------|
| Category<br><b>T</b>   | <b>Repair Guidance</b> | Ref. No.<br>R084/13A                             | Page<br>1 of 12 |
| Coverage<br><input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers   |                        | Date Issued<br>October 22, 2013                  |                 |
| Please convey this information to your <input type="checkbox"/> Director <input checked="" type="checkbox"/> General Manager<br><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<br>March 28, 2014                   |                 |
| Applicable Model<br>CX-5 (KE) Mazda6(GJ) with TomTom NB-1 Navigation   |                        | Applicable Countries or Specifications<br>Europe |                 |

[Revised]

The Symptom description and repair procedure have been revised.

## Subject: TomTom NB-1 NAVIGATION Concerns Solved by Software update

### DESCRIPTION

On some vehicles equipped with TomTom NB-1 Navigation, the customer may complain about any of the below concerns. Some of these concerns can be solved by latest software update (10.852 or later). This update will be available from March 27, 2014.

### SYMPTOMS & CAUSES

| No | Symptom   |
|----|---|
| 1  | NAVI vehicle position becomes opposite direction                                  |
| 2  | The screen stays at Loading xx map.   |
| 3  | NAVI blocked while selecting Germany key board                                    |
| 4  | Live service lost intermittently even if GPRS/network signal is sufficient        |
| 5  | The system robustness against corrupt mapsettings.tlv files has been increased    |
| 6  | Additional extra information is available in the network connection status screen |

### REPAIR PROCEDURE

Please verify if the symptom is one of the above. If the symptom is in the list above, then confirm the software version of the Navigation unit referring to the chart mentioned in the supplemental document 1. If the software version is older than the above, inform the customer there is updated software available from TOMTOM Home. If the customer requests to Mazda to upgrade the software, support customer to update the software.

\*Updated (Latest) software is available either as follows:

- 1) At TomTom Home: <http://www.tomtom.com/services/service.php?id=16&tab=87> for the detail, refer to the supplemental document 3.
- 2) At Mazda Technical download server: <https://mazdashare.com/mtds/> for the detail, refer to the supplemental document 2.

**Note:** This is an application controlled by the Mazda Portal. Access can be granted via MUM.

**Note:** Some concerns are just temporary and would be recovered by system re-boot.

Please conduct re-booting if the concerns are as follows:

- ✓ Navigation is freezing while operating or does not start
- ✓ Monochrome display (colours missing) and/or GPS signal missing

WARRANTY INFORMATION

|                            |                        |
|----------------------------|------------------------|
| Assembly group             | T – Body Electrical    |
| Subassembly group          | 11 – AUDIO SYSTEM      |
| Symptom Code               | 61                     |
| Damage Code                | 9H                     |
| Causal Part No.            | KD51-66-EZ0            |
| Q'ty                       | 0                      |
| Operation No.& Labor Hours | XXJD8XFX & 0.3H        |
| Period Covered             | Normal warranty period |

Only applicable when dealer supports the customer to update the software.

**Supplements:**

- **Supplemental document 1:**  
**Checking the software version of Navigation System (NB1): P3/12 - P4/12**
- **Supplemental document 2:**  
**Download Update software via Mazda Technical Download server: P5/12**
- **Supplemental document 3:**  
**Download Update software via TomTom Home: P6/12 - P8/12.**
- **Supplemental document 4:**  
**Updating navigation software by SD card: P9/12 – 12/12**
- **Supplemental document 5:**  
**System Re-boot:P12/12**

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2D32011458 (MC Internal Use)

### Supplemental document 1: *Checking the software version of Navigation System (NB1)*

To check the software version of a Navigation System (NB1), please follow these steps:

**NB1**

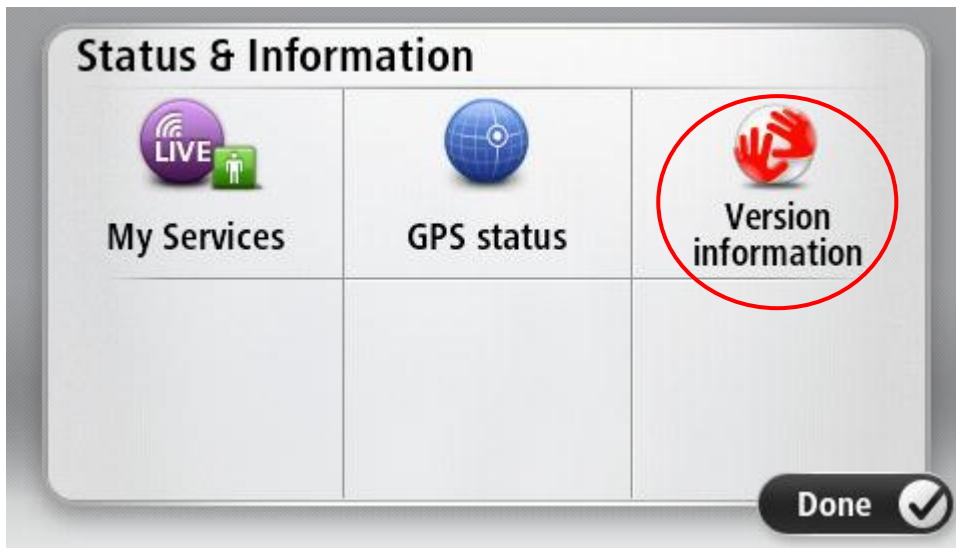
1. Tap screen (anywhere in map screen).
2. Push "Settings".



3. Push "Status & Information".



4. Push "Version Information"



5. Confirm the Software version (If this version is **latest**, no update is needed)



Software Version begins straight after the word "App". It is only necessary to confirm the first 5 digits of Software Version.  
In the above example the Software Version is 10.813

**Supplemental document 2: Download Update software via Mazda Technical Download server.**

You can download the latest software at [http: https://mazdashare.com/mtds/](http://https://mazdashare.com/mtds/)

Mazda Technical Download server (MUMfied):

Home Mazda Portal Logout

**Technical Download-Server**

Welcome

**NB1 TomTom Navigation <Mazda6 GJ & CX-5 KE>**

Press "Download" button below and save the latest software for "NB1 TomTom Navigation <Mazda6 GJ & CX-5 KE>" to your PC. After download the software in your PC, follow the instruction of applicable SI (R084/13)

Current Version: **10.852**

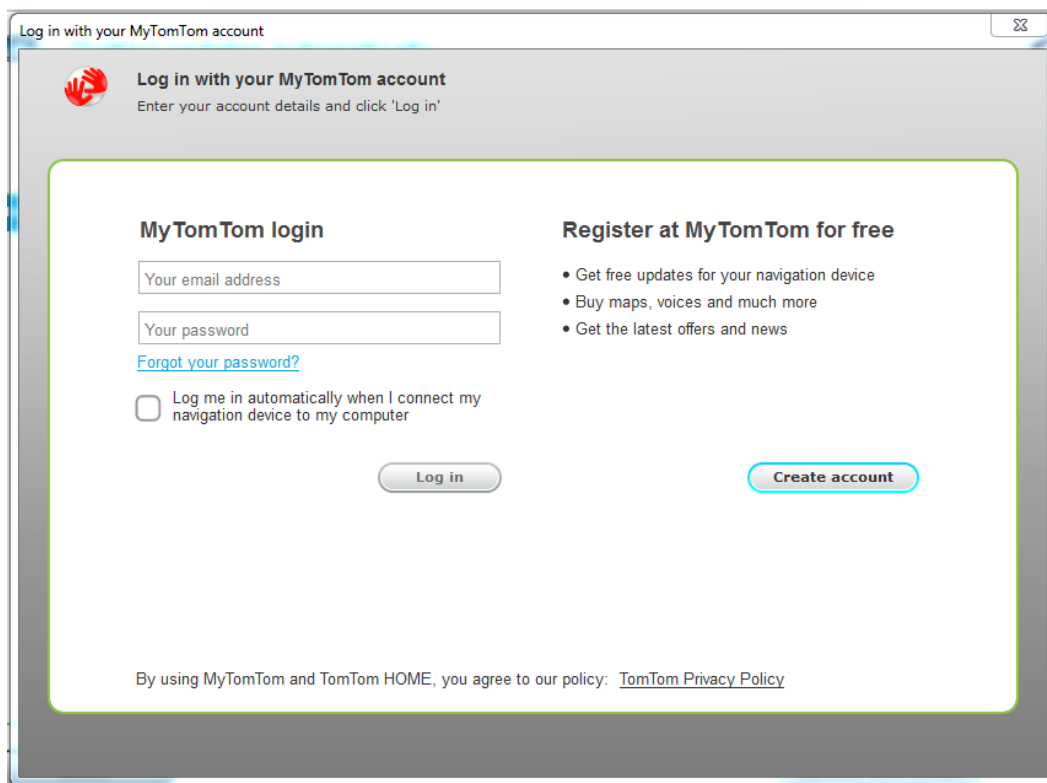
Show license Accept license

### Supplemental document 3: *Download Update software via TomTom Home.*

You can check for available updates using TomTom Home application. There is a free download at TomTom homepage e.g.: <http://www.tomtom.com/services/service.php?id=16&tab=87>

There is no need to use the account data from customer for checking the updates. Please find some examples at next page for checking available update :

The installation of updates can be made by customer (registration at TomTom needed). If it is difficult for the customer to update by him/herself or the customer asks you to update, confirm the USER ID (registered e-mail address) and password.



The screenshot shows a web browser window titled "Log in with your MyTomTom account". The page features the TomTom logo and the heading "Log in with your MyTomTom account" with the instruction "Enter your account details and click 'Log in'".

On the left, under "MyTomTom login", there are two input fields: "Your email address" and "Your password". Below these is a link "Forgot your password?". A checkbox is labeled "Log me in automatically when I connect my navigation device to my computer". A "Log in" button is positioned below the login section.

On the right, under "Register at MyTomTom for free", there is a list of benefits:

- Get free updates for your navigation device
- Buy maps, voices and much more
- Get the latest offers and news

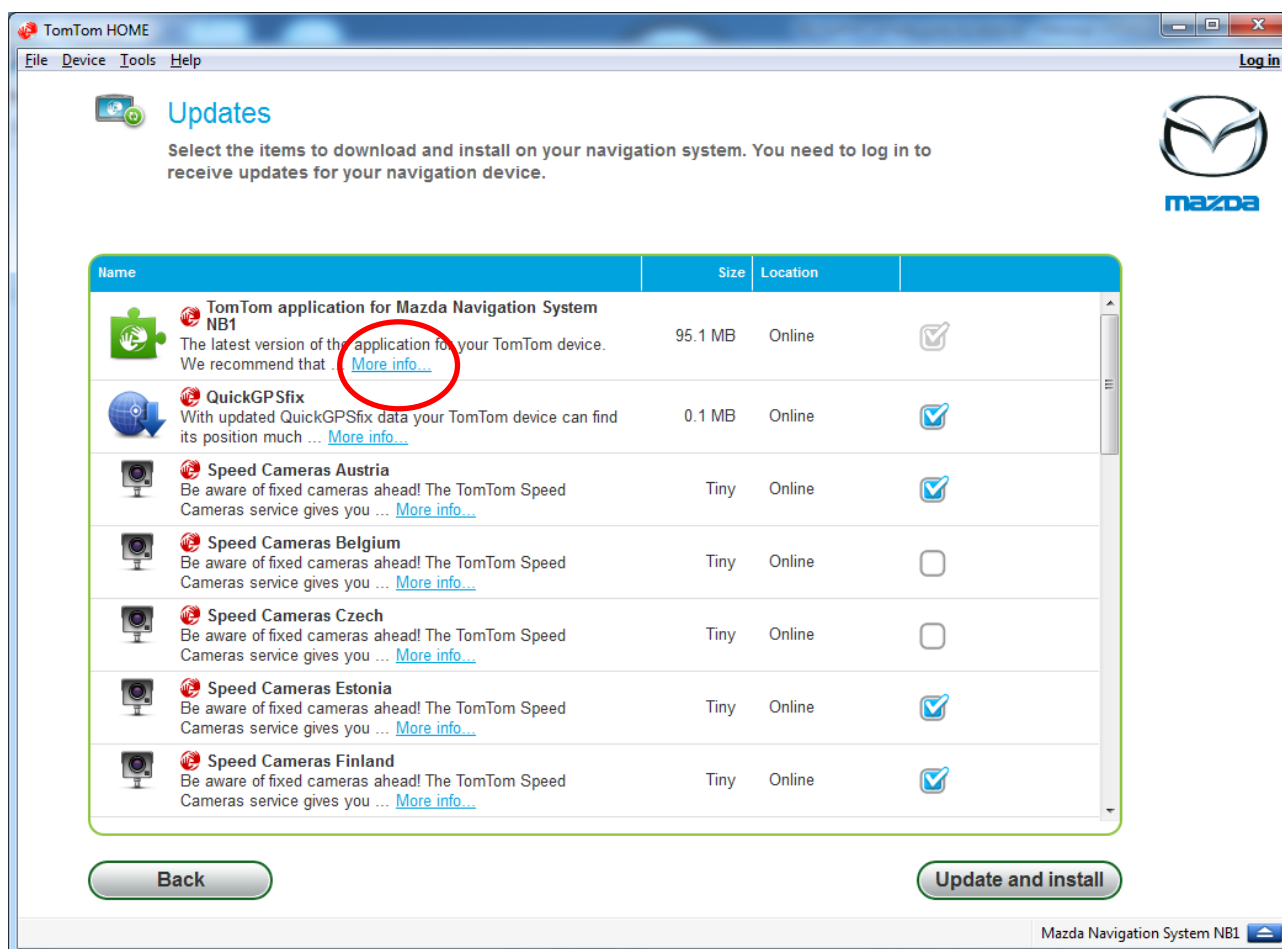
A "Create account" button is located below the registration section.

At the bottom of the page, a footer states: "By using MyTomTom and TomTom HOME, you agree to our policy: [TomTom Privacy Policy](#)".

Please find some examples for checking available update:

Insert SD-Card to PC. TomTom HOME will start and search for available updates.

You will get a list of available software updates (so called TomTom application), QuickGPS fix, speed cameras and maps (if available for this SD-card).



When clicking “More info..” on at “TomTom application for Mazda Navigation System”, you will see the application software version number and details e.g.:

### TomTom application for Mazda Navigation System NB1

The latest version of the application for your TomTom device. We recommend that you update so that you always have the latest features and the best performance on your TomTom. For a list of changes made in this application, see [www.tomtom.com/6141](http://www.tomtom.com/6141) Note: If your TomTom or TomTom application has been adapted by your employer, IT administrator or any company other than TomTom, please check with the supplier before you install our latest application. This applies to any applications based on the TomTom SDK.

Price: **Free**

Size: 95.1 MB

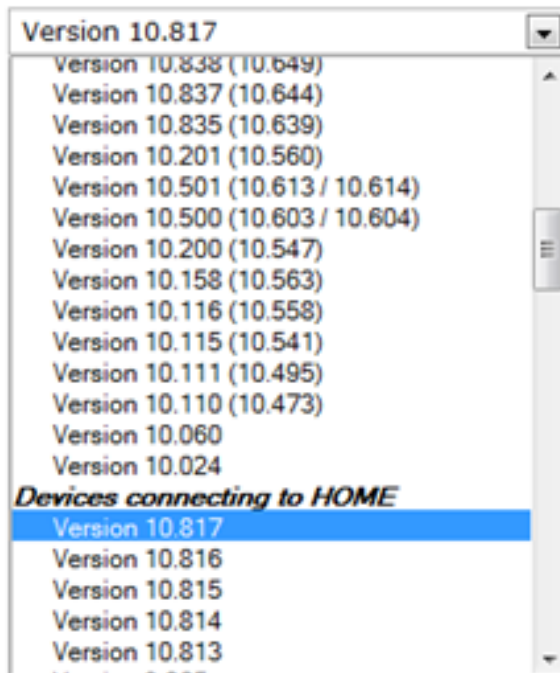
Version: 10.850

and URL to TomTom homepage (e.g. [www.tomtom.com/6141](http://www.tomtom.com/6141)) for further details of modification:

Note: The following version is sample, not actual version.

Select the application version number from the dropdown list below.

How can I check my application version?



How can I check my application version?

Version 10.817

► Show all application versions

#### **Version 10.817**

(Mazda Navigation System NB1)

Fixes:

- In some cases while driving backwards, the car-symbol pointed in the wrong direction.
- In a very few cases during startup, a 'stopping voice control' message was spoken but voice control remained on.
- In some cases, the navigation system did not connect with the HeadUnit/Radio.
- Pressing the back-button on the 'commander' could display the wrong screen.
- Where a road was reported closed by a traffic information source, the system might not have correctly recalculated a route avoiding the roadblock.

Improvements:

- You can now access the main menu using a dedicated button on the screen.
- When pressing the NAV button on the HeadUnit/Radio, you now go to the main navigation screen.
- In the background of the Speech Recognition screen, you can now easily read the most important commands.
- For POI selection, **POI in city** has become **POI in a city** to make it clear that you must first enter a city name.



#### Supplemental document 4: Updating navigation software by SD card.

- 1) Insert an empty SD card to your computer, then download file named “ttsystem”, to your computer.
- 2) Copy downloaded “ttsystem” file to root folder of your SD card.  
**Note:** Please do not use customer’s MAP SD to update device.  
\* Root folder is highest level of folder configuration.
- 3) After step 2), safely remove your update SD card and bring it to the vehicle with target Navigation System NB-1.
- 4) Ensure that the car ignition is turned off and customer’s SD card is removed, then insert the update SD card to target Navigation System NB-1.



Figure 1: SD card location in Mazda Navigation System (example)

#### **CAUTION:**

**DO NOT remove SD card or turn off the ignition key or car battery during software loading !**

Turn on the ignition and wait for the radio screen appears.

Please wait for a while and then press the “NAV” button to switch to the navigation screen.

(It will take up to 1 minutes to show software update screen.)

First, the software update screen appears:



Next screen appears, below example details that 10.817 is present and can be updated with 10.852:



Press the green 'V' hook or wait 45 seconds. Then the software loading will start and the progress bar is filled from 0 - 100%.

Screen during software loading with progress bar:



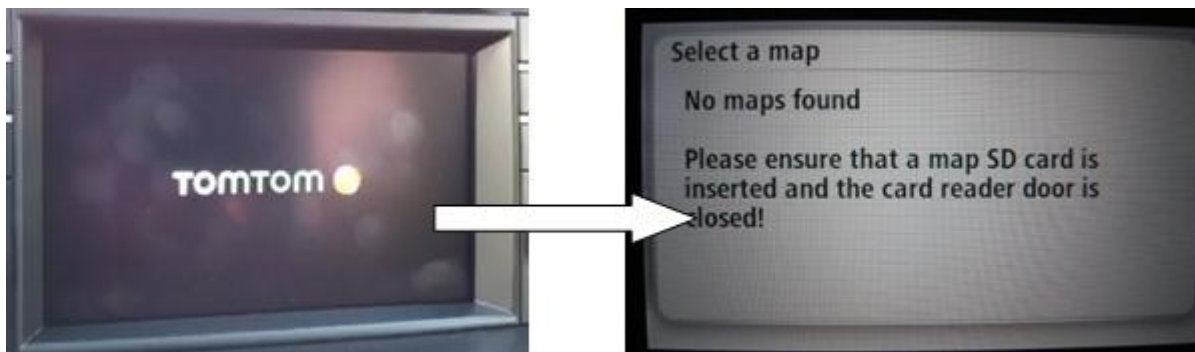
Screen of software loading completed:



After above the audio screen appears. Press the "NAV" button to switch to the navigation screen. To switch to the navigation screen takes less than 60 seconds.  
Depending on the previous software version on the NAVI unit it is possible that one or more additional software requires an installation:

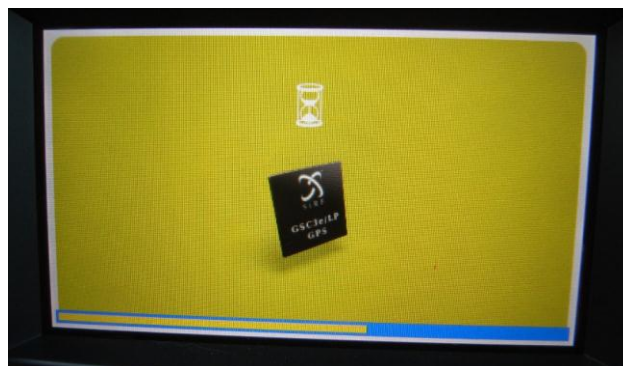
4a)

If below screens appears in sequence, no additional software installation is required. Go to step 5). If below screens does not appear, go to 4b)



4b)

If below screens "A" or/and "B" appears after pressing the "NAV" button to switch to the navigation screen, additional software installation is required and gets performed by default. Screen "A" additional installation ongoing:



Screen "B" another additional installation ongoing:



Screen "B" another additional installation in progress:



**NOTE:**

After each software installation the audio screen appears back. Press the "NAV" button again to switch back to the navigation screen. To switch to the navigation screen takes less than 60 seconds. Once the screens according to 4a) are present, go to step 5).

5. After completion of software update system will re-boot and then show screen “No map data found”.
6. Turn off the ignition and remove update SD card. Now the software update is complete. Then insert the customers SD card and turn the ignition ON.
7. Please check if software is properly updated by checking software version. If the version number is “is “10.852” or higher, software update is done properly

**END**

### Supplemental document 5: System Re-boot

For symptoms like “Navigation is freezing while operating or does not start”, “monochrome display (colours missing) and/or GPS signal missing”, it often helps to switch IG off and remove the Audio Fuse 1 (15A F44) and Audio Fuse 2 (7.5A F38) for about 5 minutes. After re-inserting both fuses and switching IG on, TomTom navigation box will reboot completely including reading software from SD-card (when you push the NAV button you will see a black screen with TomTom logo after short time).

