

Service Information

Mazda Motor Corporation

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Category T	Repair Guidance	Ref. No. R006/16	Page 1 of 5
Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers		Date Issued February 4, 2016	
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 Mazda2 (DJ), Mazda3 (BM), Mazda6 (GJ), CX-3 (DK), CX-5 (KE) and MX-5 (ND) with MZD Connect		Applicable Countries or Specifications Europe, ADR and 4A Where Connected Service is available	

Subject: MZD Connect fails to establish Wi-Fi connection

DESCRIPTION

Some customers trying to use the Connected Service may experience that the MZD Connect fails to establish Wi-Fi connection to mobile devices such as a smart phone.

Symptom A.

Wi-Fi is activated on screen but the device's Wi-Fi hotspot is not detected.



Shown when Wi-Fi hotspot is detected.

Symptom B.

The device's Wi-Fi hotspot is detected but the network connection fails.
Connection Error window appears as shown below.



Symptom C.

The Wi-Fi hotspot is connected but pressing a function button (Weather etc.) result in an error message as shown below.



"Your licences have expired or are invalid."



"A communication error has occurred. Try again later."



"A connection error has occurred. Check the network connection and try again."

Note: If all function buttons (Weather etc.) are greyed out, the licenses for Connected Service have expired or are invalid and this Service Information is not applicable. Advise the customer to obtain the license.

CAUSE

Symptom A and Symptom B:

Electromagnetic noise generated in the connectivity master unit (CMU) hardware may disturb the Wi-Fi connection.

Symptom C:

Improper software.

MASS PRODUCTION CHANGE

Symptom A and Symptom B:

Electromagnetic noise reduction gasket has been added to the CMU.

Symptom C:

Software improvement.

BEGINNING VIN & DATE OF MODIFICATION

Mazda2

Spec.	Beginning VIN		Date of Modification
EC (Mexico Build)	3MD DJ**** **	TBD	TBD
UK (Thailand Built)	MMZ DJ**** **	TBD	TBD
ADR (Thailand Built)	MM0 DJ**** **	TBD	TBD
General RHD (Japan Built)	JM6 DJ**** **	TBD	TBD
General RHD (Thailand Built)	MM6 DJ**** ** MM6 DL**** **	TBD	TBD
General LHD (Mexico Built)	3MD DJ**** **	TBD	TBD
General LHD (Thailand Built)	MM7 DJ**** ** MM7 DL**** **	TBD	TBD
Thailand (Thailand Built)	MM8 DJ**** ** MM8 DL**** **	TBD	TBD
Israel (Thailand Built)	MMZ DJ**** **	TBD	TBD
	MMZ DL**** **	TBD	TBD

Mazda3

Spec.	Beginning VIN		Date of Modification
EC (Japan Built) (Incl. UK)	JMZ BM**** **	TBD	TBD
EC (Mexico Built)	3MZ BM**** **	TBD	TBD
ADR	JM0 BM**** **	TBD	TBD
General RHD	JM6 BM**** **	TBD	TBD
General LHD	JM7 BM**** **	TBD	TBD
Israel	JMZ BM**** **	TBD	TBD
General (Thailand Built)	MM8 BM**** **	TBD	TBD

Mazda6

Spec.	Beginning VIN		Date of Modification
EC (Incl. UK)	JMZ GJ **** *	TBD	TBD
ADR	JM0 GJ **** *	TBD	TBD
General RHD	JM6 GJ **** *	TBD	TBD
General LHD	JM7 GJ **** *	TBD	TBD
Israel	JMZ GJ **** *	TBD	TBD
Algerian	GJ **** *	TBD	TBD

CX-3

Spec.	Beginning VIN		Date of Modification
EC (Incl. UK)	JMZ DK **** *	TBD	TBD
ADR	JM0 DK **** *	TBD	TBD

CX-5

Spec.	Beginning VIN		Date of Modification
EC (Incl. UK)	JMZ KE **** *	TBD	TBD
ADR	JM0 KE **** *	TBD	TBD
General RHD	JM6 KE **** *	TBD	TBD
General LHD	JM8 KE **** *	TBD	TBD
Israel	JMZ KE **** *	TBD	TBD
Algerian	KE **** *	TBD	TBD

MX-5

Spec.	Beginning VIN		Date of Modification
EC (Incl. UK)	JMZ ND **** *	TBD	TBD
ADR	JM0 ND **** *	TBD	TBD

REPAIR PROCEDURE

1. Verify the customer vehicle's symptom. Wi-Fi is only to use for the Connected Services but not applicable for other uses.
2. Check the customer's mobile device if its Wi-Fi spec. is applicable to the ones shown in the owner's manual. If applicable, go to next step. If not, this Service Information is not applicable.
3. Before starting the repair, confirm if the customer's mobile device's battery is fully charged and there is no malfunction on it.
4. Depending on the symptom, perform the following procedure.

For symptom A and B:

Replace the CMU with a modified one according to the Workshop Manual "CONNECTIVITY MASTER UNIT (CMU) REMOVAL/INSTALLATION".

Note:

Before the replacement, record the favorite settings for recovering.

For symptom A, B and C:

Update the new CMU's software version to latest level if necessary. Refer to Service Information R115/13.

PARTS INFORMATION

EC spec.

eExchange Countries (except Mexico built vehicles):

Place an order to EBK.

Part Number	Part Name	Q'ty	Applicable Models
BHS3-66-9C0M 9R	CMU	1	Mazda3 (Japan built)
GMD7-66-9C0E 9R		1	Mazda6, CX-3, CX-5
NA1P-66-9C0B 9R		1	MX-5
DA6R-66-9C0F 9R		1	Mazda2 (Thailand built)

Note: When you receive a CMU from EBK with older suffix than above, perform a software update on the CMU. Please refer to R115/13 or later service information.

eExchange Countries (Mexico built vehicles) and Non eExchange Countries:

Place an order to your parts distributor.

Part Number		Part Name	Q'ty	Applicable Models
New	Old			
NAYP-76-9C0A	DA6R-66-9C0*	CMU	1	Mazda2 (Thailand built)
	DC3L-66-9C0*		1	Mazda2 (Mexico built)
	BHS3-66-9C0*		1	Mazda3 (Japan built)
	BPN2-66-9C0*		1	Mazda3 (Mexico built)
	GMD7-66-9C0*		1	Mazda6, CX-3, CX-5
	NA1P-66-9C0*		1	MX-5

ADR spec.

Order a new CMU to your parts distributor.

Part Number		Part Name	Q'ty	Applicable Models
New	Old			
NBYM-76-9C0A	DB9L-66-9C0*	CMU	1	Mazda2
	BJF5-66-9C0*	CMU	1	Mazda3
	GMR3-66-9C0*	CMU	1	Mazda6, CX-3, CX-5
	NB2M-66-9C0*	CMU	1	MX-5

General spec.

Order a new CMU to your parts distributor.

Part Number		Part Name	Q'ty	Applicable Models
New	Old			
NBYM-76-9C0A	GMR3-66-9C0*	CMU	1	Mazda2 (Japan built), Mazda6, CX-3, CX-5
	DB9L-66-9C0*		1	Mazda2 (Thailand built), Mazda2 (Vietnam) Mazda3 (Thailand built)
	DC3E-66-9C0*		1	Mazda2 (Mexico built)
	BJF5-66-9C0*		1	Mazda3 (Japan built)
	BKB2-66-9C0*		1	Mazda3 (Mexico built)
	NB2M-66-9C0*		1	MX-5

WARRANTY INFORMATION

For eExchange Countries (except Mexico built vehicles):

or Exchange Countries (except Mexico built vehicles).

Assembly group	T – Body Electrical System			
Subassembly group	11 - AUDIO SYSTEM			
Symptom Code	64			
Damage Code	9W			
Causal Part No.	****-66-9C0* 9R(CMU part number)			
Q'ty	0			
Operation No. & Labor Hours	CMU replacement	XXM1HARX	w/o i-stop, except Mazda6/MX-5	0.4 Hrs.
			w/o i-stop, Mazda6/MX-5	0.5 Hrs.
			w/i-stop	0.5 Hrs.
	CMU replacement & software update	XXM1HBRX	w/o i-stop except CX-5/MX-5	0.6 Hrs.
			w/o i-stop, CX-5	0.5 Hrs.
			w/i-stop except MX-5	0.6 Hrs.
			MX-5	0.7 Hrs.
Period Covered	Normal warranty period			
Prior approval necessary	NO			

For eExchange Countries (Mexico built vehicles):

For Non eExchange Countries:

of Non-Exchange Countries:

Assembly group	T – Body Electrical System			
Subassembly group	11 - AUDIO SYSTEM			
Symptom Code	64			
Damage Code	9W			
Causal Part No.	NAYP-76-9C0A or NBYM-76-9C0A			
Q'ty	1			
Operation No. & Labor Hours	CMU replacement	XXM1HCRX	w/o i-stop, except Mazda6/MX-5	0.4 Hrs.
			w/o i-stop, Mazda6/MX-5	0.5 Hrs.
			w/i-stop	0.5 Hrs.
	CMU replacement & software update	XXM1HDRX	w/o i-stop except CX-5/MX-5	0.6 Hrs.
			w/o i-stop, CX-5	0.5 Hrs.
			w/i-stop except MX-5	0.6 Hrs.
			MX-5	0.7 Hrs.
Period Covered	Normal warranty period			
Prior approval necessary	NO			

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