

Service Information

Mazda Motor Corporation

3-1, Shinchi, Fuchu-cho, Aki-gun
Hiroshima 730-8670, Japan
TEL : 81(82)287-5323
FAX : 81(82)287-5220



| | | | |
|---|------------------------|--|----------------|
| 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 Built) | 3MD DJ**** ** | TBD |
| UK (Thailand Built) | MMZ DJ**** ** | TBD |
| ADR (Thailand Built) | MM0 DJ **** ** | TBD |
| General RHD (Japan Built) | JM6 DJ **** ** | TBD |
| General RHD (Thailand Built) | MM6 DJ **** ** MM6 DL **** ** | TBD |
| General LHD (Mexico Built) | 3MD DJ**** ** | TBD |
| General LHD (Thailand Built) | MM7 DJ **** ** MM7 DL **** ** | TBD |
| Thailand (Thailand Built) | MM8 DJ **** ** MM8 DL **** ** | TBD |
| Israel (Thailand Built) | MMZ DJ **** ** | TBD |
| | MMZ DL **** ** | TBD |

Mazda3

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

Mazda6

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

CX-3

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

CX-5

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

MX-5

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

| | | | | |
|-----------------------------------|--|----------|--------------------------------|----------------------|
| 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 MX-5 | 0.6 Hrs. 0.7 Hrs. |
| Period Covered | Normal warranty period | | | |
| Prior approval necessary | NO | | | |

For eExchange Countries (Mexico built vehicles):

For Non eExchange 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 MX-5 | 0.6 Hrs. 0.7 Hrs. |
| Period Covered | Normal warranty period | | | |
| Prior approval necessary | NO | | | |

Ryu Shimizugawa
Manager, Technical Information Gr.
Technical Service Dept.
Mazda Motor Corporation
2F20510355 (MC Internal Use)