

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

**MAZDA CONNECT REBOOTS OR SCREEN TURNS BLACK DURING
COLD TEMPERATURES**

Bulletin No.: 09-001/18

Last Issued: 01/08/2018

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2014-2018 Mazda3	2016-2017 CX-3
2016-2017 Mazda6	2016-2017 CX-5
2016-2017 MX-5	2016-2017 CX-9

DESCRIPTION

Some customers may experience the MAZDA CONNECT rebooting or the screen turning black during cold temperatures. The concern occurs when the interior of the vehicle is cold and disappears when the interior warms up. This is caused by some for the MAZDA CONNECT navigation system SD cards being manufactured with improper hardware, resulting in a data reading error during cold temperatures. To correct the concern, the SD card hardware has been changed.

Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify customer concern.
2. Remove the SD card and check the last 6 digits of the lot number on the SD card.



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- If the SD card has any of the following 6 digit lot numbers, replace it with a new SD card.

50424D	50631D	50635G	50881G	50955G
50428G	50632G	50877D	50913D	50995G

NOTE: The new SD card has a capacity of 16 GB, not 8 GB, like the original.

- If the SD card does not have any of these 6 digit lot numbers, this TSB is not applicable. Follow the instructions on MGSS for further diagnosis.

3. Verify repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
0000-8F-Z09E	SD Card Kit	1	Kit includes Navigation Owner's Manual

WARRANTY INFORMATION

NOTE:

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	64
Damage Code	9W
Part Number Main Cause	0000-8F-Z09E
Quantity	1
Operation Number / Labor Hours:	XXN8DXRX / 0.2 Hrs.

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