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# 1. Introduction

# 1-1. Important Information


## About This Manual

This manual is a compilation of important user information, methods of use, and the initial settings and registration required in conjunction with starting the use of Connected Service. Regarding details on operations, setting methods, and precautions, refer to the owner's manual, navigation system owner's manual, and other types of manuals.

The following WARNING, CAUTION, and NOTE labels indicate items you must always take heed of and items you need to be aware of upon use of the service. Please verify the information in this manual before using the service.

 <b>WARNING</b>	If you do not heed the information indicated in a WARNING, the service may not operate correctly which could lead to unfavorable consequences for you.
 <b>CAUTION</b>	The information in a CAUTION describes items you need to be careful of upon use of the service, such as preconditions for use of the service and the limitations of its use.
<b>NOTE</b>	A NOTE describes information which can make use of the service more convenient by having knowledge of it.

When displayed in your vehicle, the icon below indicates the following:

	Describes detailed information in this manual.
---	--

- For accessories installed by an Authorized Mazda Dealer, refer to the manual included with the accessory.
- Refer to the separate maintenance note for warranties and inspection details and maintenance points.

- Operable functions for Connected Service differ depending on the registered vehicle. The information in this manual is for a vehicle subscribed and connected to Connected Service. Consult an Authorized Mazda Dealer for details.
- Some of the information in this manual may not match your vehicle or application depending on specification changes of your vehicle or MyMazda APP.
- The graphic images in this manual differ depending on the registered vehicle.
- For the purposes of safety, the driver should refrain from operating the system while driving.

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## Privacy

Mazda maintains a Privacy Statement which describes how we collect, use, share, store and secure data from your vehicle equipped with Connected Service.

We provide you with Connected Service by collecting and using your personal information and vehicle location, health and driving data.

To learn more about our Privacy Statement, please visit: <https://www.mazdausa.com/site/privacy-connectedservices>

## System Limitations

The location of the vehicle, particularly in remote locations, such as near mountain ranges, hills, or buildings, or enclosed areas, such as tunnels or underground parking garages, may affect the services provided.

It also may not be possible to use certain functions during a Mazda Connect online update.




For details on the system's limitations, refer to the Terms and Conditions at <http://www.mazdausa.com/site/terms-of-use-connectedservices>.

Connected Service is a service achieved through a communication network, therefore the vehicle is equipped with a dedicated communication unit.



- The communication unit conforms to radio wave laws and telecommunications business law standards, and transmits with the Connected Service system using the mobile phone network. Disassembly or modification of the communication unit may be punishable by law.
- If the communication unit in the vehicle has difficulty receiving mobile phone network radio waves, Connected Service may not function normally or instructed commands may not be executed.
- The communication unit equipped on your vehicle uses free software/open source software. Both or either one of the used free/open source software licensing information and source code is available at the following URL:  
<https://www.denso-ten.com/support/oem/najptcu/>
- The communication unit for Connected Service equipped on the vehicle may perform a NAD (Network Accessible Device) online update via the communication carrier. This update rarely happens, but takes approximately 3 minutes after the vehicle's engine has been turned off for 30 minutes and occurs between 3 o'clock and 5 o'clock in the morning. During this update, a part of the functions such as Remote Control are unusable.

# 1-1. Important Information (Continued)

- Use the radio wave reception level indications of the communication unit as follows:

Level	Indication	Explanation
Out of service area		Radio waves are not being received. Move to a location with good radio wave reception.
Weak		The radio wave reception level is weak
Strong		Good reception.

The following indication conditions indicate that communication is not operating normally:

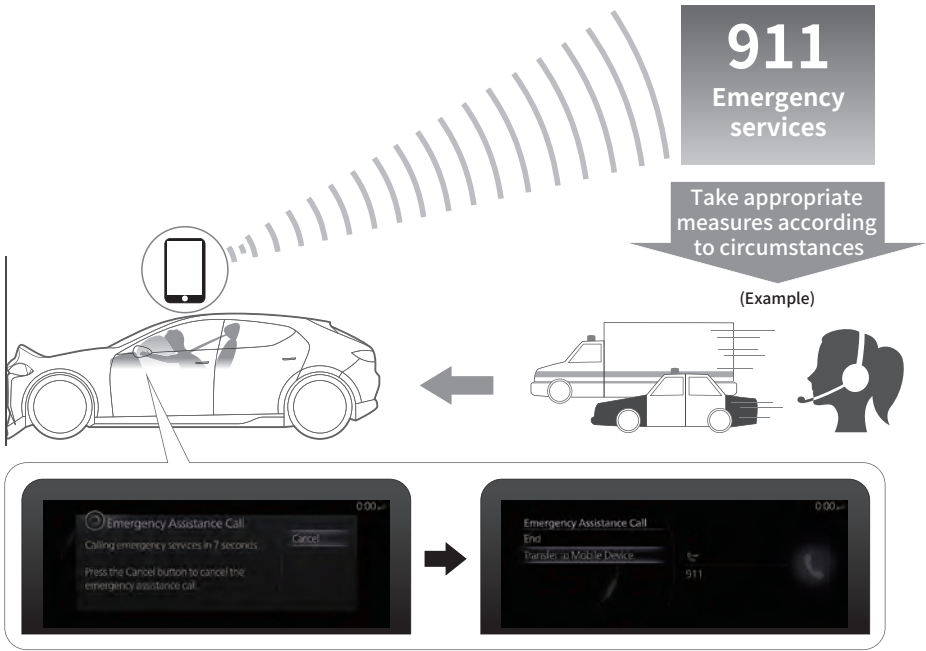
Other		Currently conducting an operation check of the communication unit. If this condition continues, consult an Authorized Mazda Dealer.
		The communication unit is unsubscribed. A Connected Service contract has been ended.

## WARNING

Please comply with the legal regulations concerning the use of communication equipment in vehicles in your country: Use of any electrical devices such as cell phones, computers, portable radios, vehicle navigation or other devices by the driver while the vehicle is moving is dangerous. Use of these devices will cause the driver to be distracted and could lead to a serious accident. If a passenger is unable to use the device, pull off the right-of-way to a safe area before use. Never use a cell phone or other electrical devices while the vehicle is moving and, instead, concentrate on the full-time job of driving.

# 1-2. What You Can Do With Connected Service

## Automatic 911 dialing



If the vehicle is involved in a moderate to severe collision, a call is made automatically to 911 using the connected device. The "Emergency Assistance Call" setting must be on. Refer to Mazda Connect Owner's Manual.

### **⚠️ WARNING**

Though the system can be set to not call 911, doing so will defeat the purpose of the system. Mazda recommends that the automatic 911 dialing system remain activated.

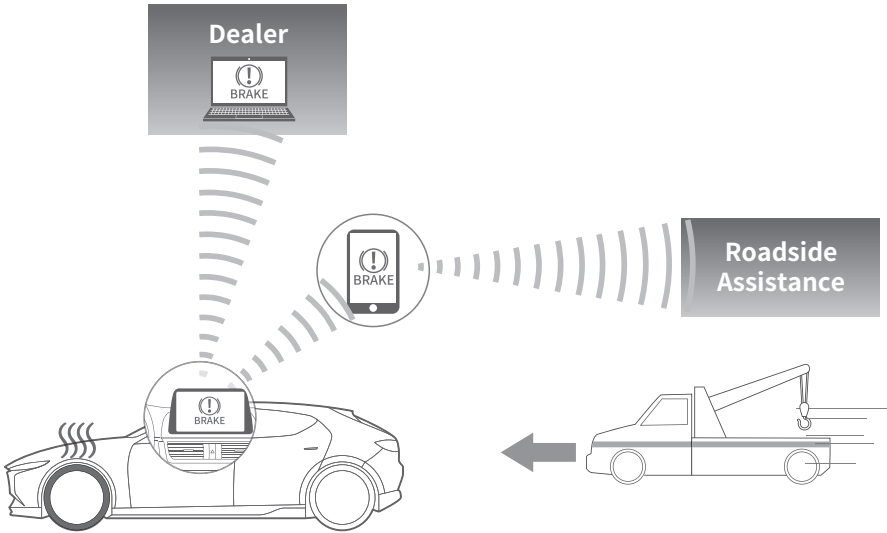
### **⚠️ CAUTION**

- Automatic 911 dialing is a secondary function of the MAZDA CONNECT system. Therefore, the automatic 911 dialing function does not assure that the call will always be made to 911 after an accident occurs.
- Before setting this feature on, please make sure that you read our Privacy Statement.

The Automatic 911 dialing service is available even if you are not subscribed to Connected Service. For details, refer to the Mazda Connect Owner's Manual.

## 1-2. What You Can Do With Connected Service (Continued)

### Malfunction Notification



The system receives information from the vehicle in the unlikely event of a vehicle malfunction and customer support is provided.

Information about the malfunction can be checked from the vehicle or the MyMazda App. A dealer or roadside assistance can be contacted at the MyMazda APP malfunction check screen.

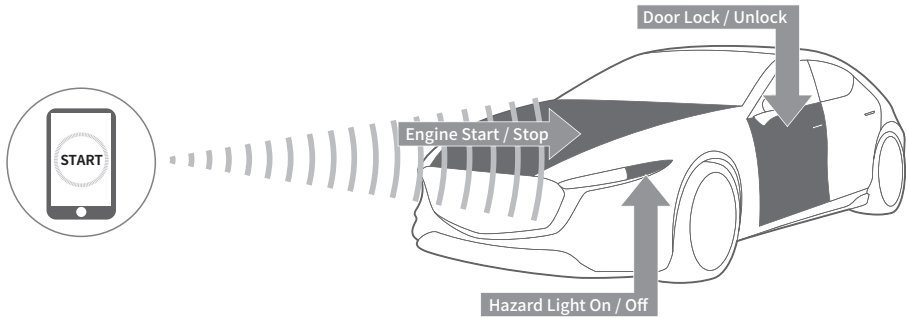
When contacting a dealer to discuss repairs, the dealer can verify the vehicle malfunction from the system. A technician can provide an explanation of the malfunction and provide guidance based on the condition of the vehicle without any information from the driver. Position information is sent automatically to roadside assistance when contacting them through the MyMazda APP, eliminating the need for the driver to describe their location.

⇒3-1. Using Vehicle Malfunction Notification



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## Remote Control



The vehicle can be operated remotely from a device using the MyMazda APP.

### **Remote Engine Start / Remote Engine Stop**

To ensure that the cabin is comfortable before getting into the vehicle, the engine can be started with the same set climate control temperature as when the engine was previously turned off. This is useful when the weather is extremely cold or extremely hot.

### **Remote Door Lock / Remote Door Unlock**

If the driver forgets to lock the vehicle doors, they can be locked using the MyMazda APP without having to return to the vehicle. The doors can also be unlocked for passengers near the vehicle who do not have a key. A Vehicle Status Alert function can be set to notify the driver if they have forgotten to lock the doors.

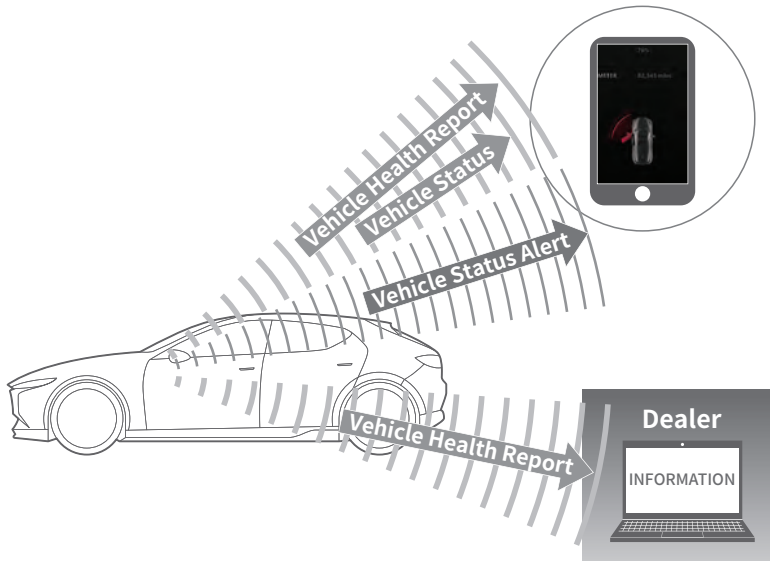
### **Remote Hazard Light**

The hazard lights can be turned on at a fixed time remotely to locate the vehicle at night. They can also be turned off remotely to prevent draining the battery if they are left on. A Vehicle Status Alert function can be set to notify the driver if the hazard lights are left on.

⇒3-2. Using Remote Control

## 1-2. What You Can Do With Connected Service (Continued)

### Using Vehicle Monitor and Alert



The status of certain features on the vehicle can be checked with the MyMazda APP. Furthermore, the MyMazda APP is notified when conditions presumed to be user oversight, such as forgetting to lock the vehicle doors, are detected.

#### **Vehicle Health Report**

Vehicle maintenance related information such as engine oil or tire pressure can be checked using the MyMazda APP and the App can be set to notify the customer when set maintenance schedules are approaching. The Vehicle Health Report information can also be accessed by dealers or the Customer Experience Center via the Connected Service system, ensuring maintenance discussions are accurate.

#### **Vehicle Status**

Information such as the amount of fuel remaining can be checked using the MyMazda APP to properly prepare for long trips.

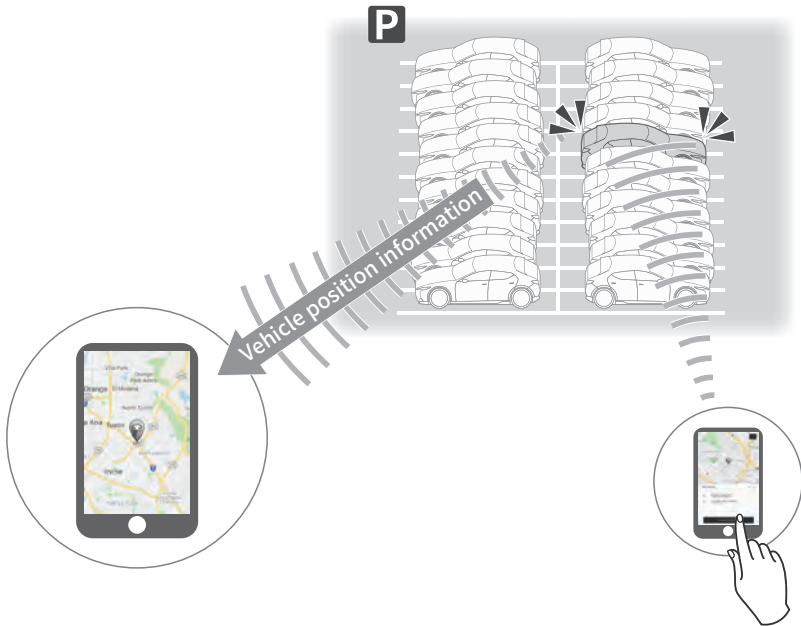
#### **Vehicle Status Alert**

The MyMazda APP is notified if vehicle conditions considered to be user oversight are detected, such as forgetting to lock the doors or forgetting to turn off the hazard warning lights. MyMazda APP is notified of the following items:

Doors, hood, trunk, or liftgate left open/unlocked and hazard warning lights left turned on  
Concerning the doors left unlocked and the hazard warning lights left turned on, you can use the Remote Control to remotely operate them.

⇒3-3. Using Vehicle Monitor and Alert/Vehicle Status Alert

## Vehicle Finder



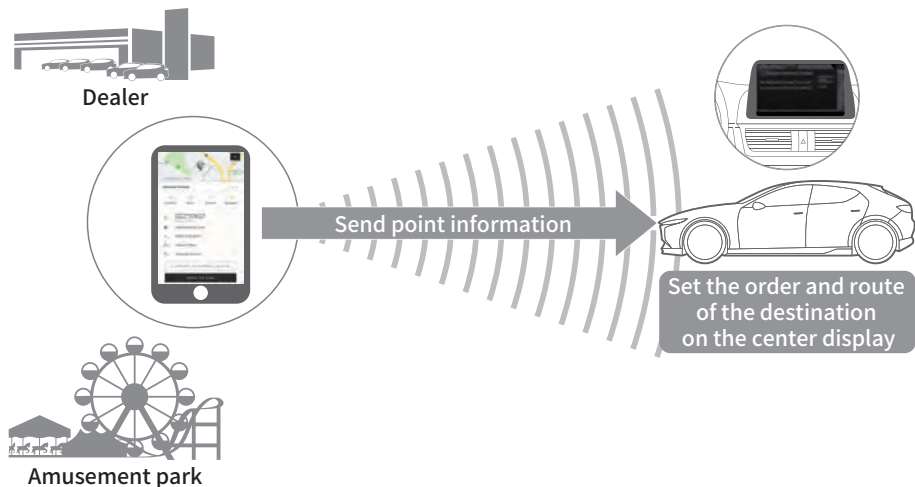
The driver can use the MyMazda APP to locate the vehicle if he or she forgets where it is parked in a large parking lot. It can also be used to identify the vehicle location if the vehicle is suspected of being stolen.

If you are searching for your vehicle in a distant location where it is not visible, the location can be identified on a map screen. As the driver approaches the vehicle location, he or she can then find it by flashing the hazard warning lights.

⇒ 3-4. Using Vehicle Finder

## 1-2. What You Can Do With Connected Service (Continued)

### Send to Car



Before getting into the vehicle, a search for information can be carried out on a destination where navigation guidance is required using the MyMazda APP. This can then be sent to the vehicle as a destination.

Multiple destinations can be sent and the destination and places along the route can be sent all at once.

When the driver gets into the vehicle and starts the engine, the destination information is sent to the vehicle and the trip can begin immediately by setting the route on the center display.

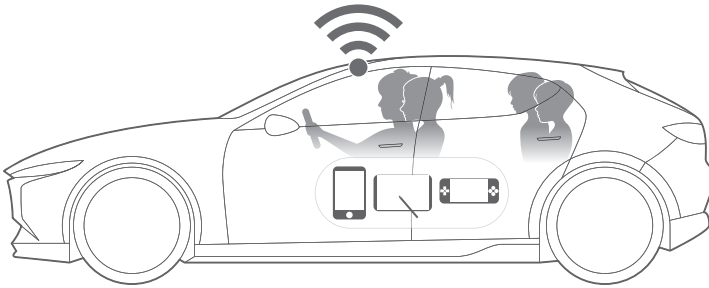
⇒ 3-5. Using Send to Car

#### **CAUTION**

To use the navigation system, the SD card containing the map information needs to be inserted in the SD card slot.

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## in-car Wi-Fi



The vehicle is equipped with an in-car Wi-Fi which functions as a Wi-Fi hotspot. The in-car Wi-Fi function can be used immediately by setting access points on Wi-Fi devices such as a smartphone.

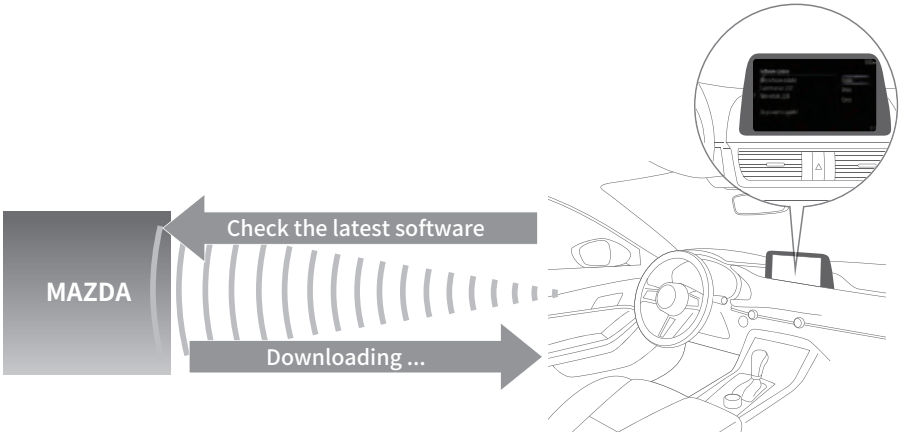
⇒ 3-6. Using In-Car Wi-Fi

### **⚠ CAUTION**

Services are available via Verizon and any applicable free trials and monthly subscriptions for the customer will be done directly with Verizon.

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# Online Update



Online Update now supports updating of the MAZDA CONNECT system.  
An update notification will be displayed on the center display when the latest software version is available, and the update can be carried out at the customer's convenience from the notification.

⇒ 3-7. Using Online Update

## 2. About Connected Service



# 2-1. Installing the MyMazda APP

## Operation Environment of the Application

Compatible OS	OS Version
Android	8.0 or higher
iOS	11.0 or higher

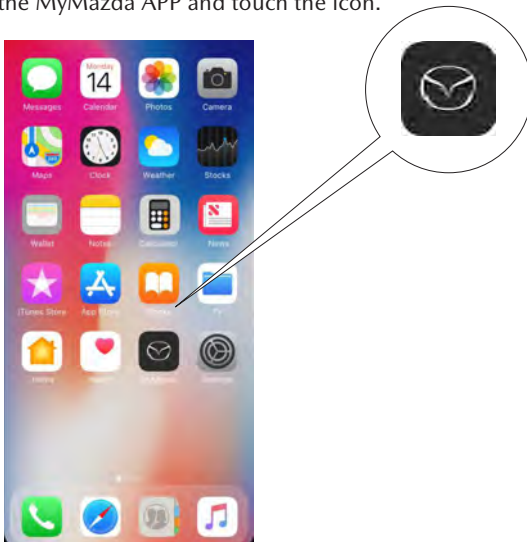
## Installation and Launch of the Application

Install the application according to the type of mobile device you are using from the download site such as Google Play or the iTunes App Store.

iOS device user	
Android device user	

## Launching the Application

Launch the MyMazda APP and touch the icon.



\* Google Play and the Google Play logo are registered trademarks of Google LLC.  
Apple and the Apple logo are trademarks of Apple Inc. registered in the United States and other countries.  
App Store is the service mark of Apple Inc.



## NOTE

- When first launching the MyMazda APP, agreement to the selected country, terms of use, and the privacy policy is required.



- When first using the MyMazda APP, user registration is required. Touch **REGISTER** from the login screen. ⇒ 2-2. Registering Your User Information
- The selected country can be changed other than during the initial application launch. ⇒ 2-2. Registering Your User Information/System Login

## CAUTION

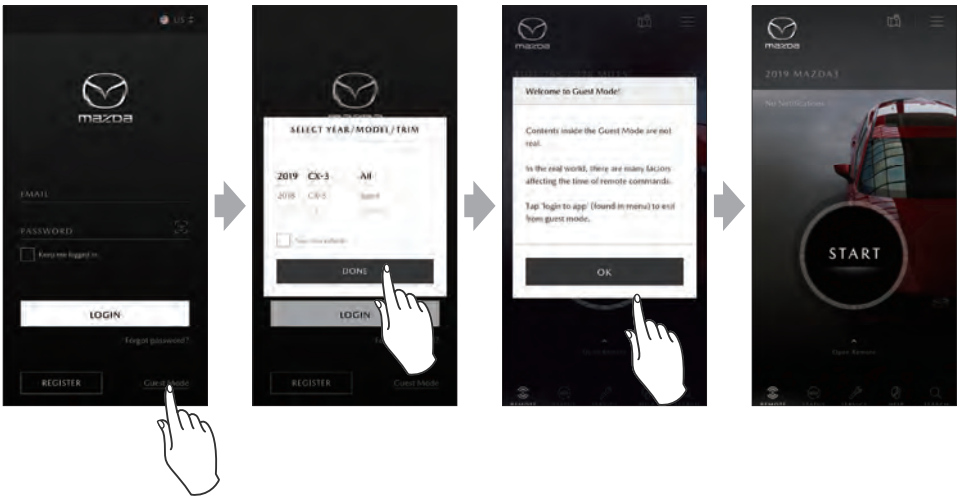
- For the country selection, the United States and Japan can be selected, however, select the United States. Be aware that this does not indicate language selection.
- The registered data with the United States being selected cannot be displayed if the country is switched to Japan.

## 2-1. Installing the MyMazda APP (Continued)

### About the Use of Guest Mode

The MyMazda APP comes with a guest mode for a simulated experience of Connected Service. You can do a demo run on the contents of Connected Service even if you do not have a user account and registered vehicle.

To use guest mode, touch Guest Mode from the login screen. Registration is unnecessary because user account and vehicle information necessary for content operations are prepared for demo use.



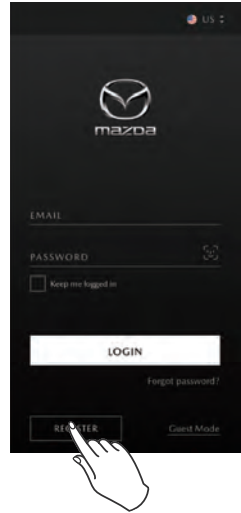
If you want to use Connected Service on a subscribed vehicle, you need to create a user account on the MyMazda APP and register your vehicle to the Connected Service support.

⇒ 2-2. Registering Your User Information Registering User Information

# 2-2. Registering Your User Information

When using the MyMazda APP for the first time, your user information needs to be registered.

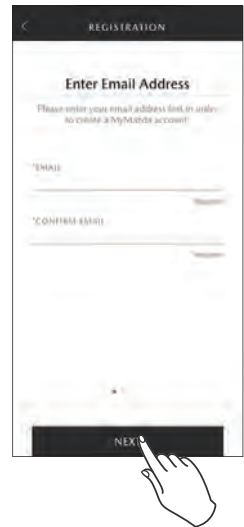
1. Touch **REGISTER** on the login screen.



### NOTE

If your user information has already been registered, log into the system.  
⇒ 2-2. Registering Your User Information/System Login/Logging Into the System

2. Enter your email address.  
Enter the email address you want the MyMazda APP to use, and then touch **NEXT**.



### CAUTION

Multiple user information cannot be registered under the same email address. Enter an email address that was not used on the MyMazda APP and MyMazda Web.

## 2-2. Registering Your User Information (Continued)

### 3. Enter your phone number.

Enter the phone number you want the MyMazda APP to use, and then touch **NEXT**. In addition, touch **NEXT** on the phone number re-entry screen for confirmation.

Check your SMS for the 6-digit validation code that was sent for the phone number you entered.



### 4. Enter the validation code.

Enter the 6-digit validation code sent to your SMS, and then touch **SUBMIT**.



### CAUTION

- The effective period of use of the validation code sent to your SMS is 10 minutes from when it was issued.
- A validation code with an expired period of use cannot be used. Perform the procedure again from Step 1.
- After entering the validation code, complete your user information registration within 60 minutes.

## 5. Enter your user information.

Enter the information according to the screen directions, and then touch **SUBMIT** for the last time.

If your user information was registered correctly, a notification of registration completion will be sent to your registered email address.



The image shows a mobile application registration screen. At the top, there is a back arrow and the word "REGISTRATION". Below that, the heading "Submit Your Information" is displayed, followed by a sub-heading "(Please submit your personal and account information to finish registration.)". A section titled "PERSONAL INFORMATION" contains four input fields: "PREFIX", "FIRST NAME", "LAST NAME", and "STREET ADDRESS 1". At the bottom of the form is a large black button with the word "SUBMIT" in white. A hand icon is shown pointing at the "SUBMIT" button.

### **CAUTION**

- Enter a password of 6 to 16 letters, including a combination of letters and numerals. The following letters can be used:  
Alphabet: A to Z and a to z  
Numerals: 0 to 9  
Symbols: @ \* \$ . ! %
- If an error occurs, check for entry omission in the required items, a difference between the password and the password used for confirmation, or a mistake in the email address.
- Each type of your registered user information can be changed by touching [**Profile**] from the Menu.  
⇒ 2-4. Changing Registered Information/Changing Your Profile

## 2-2. Registering Your User Information (Continued)

### System Login

#### ■ Logging Into the System

Enter your user name and password on the login screen and touch **LOGIN**.

When logged in, the home screen is displayed.

⇒ Section 3/ Explanation of the Home Screen



1	Country Picker	Changes the country setting on the MyMazda APP.
2	Email	Enters your user account.
3	Password	Enters your user password.
4	Biometric Icon	Performs login by biometric authentication. Check the following: Your device is compatible with either Face ID or Touch ID. Biometric authentication is enabled at SETTINGS on the MyMazda APP. ⇒3-8. Using the Menus of the MyMazda APP/SETTINGS
5	Keep me logged in	Logging in and checking [Keep me logged in] will keep you in logged-in status for 30 days.
6	Login	Logs into the MyMazda APP.
7	Forgot Password?	If you have forgotten your password, touch [Forgot Password?]. A validation code will be sent to your registered email address or phone number. Then, reset your password according to the instructions on the password reset screen on the MyMazda APP.
8	Register	Performs your user registration.
9	Guest Mode	Uses the MyMazda APP in Guest Mode. ⇒2-1. Installing MyMazda APP/About the Use of Guest Mode About the Use of Guest Mode

#### **⚠ CAUTION**

- If you fail to log in correctly 5 times, you will be unable to log in for 5 minutes.
- You can also change your password from [Profile].

⇒3-8. Using the Menus of the MyMazda APP/PROFILE

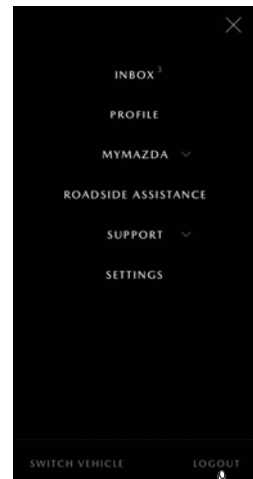
## NOTE

- If multiple vehicles are registered, the [SELECT VEHICLE] screen is displayed.
- Up to 5 vehicles can be registered.
- If a device has already been logged in, the login of the device first used is invalidated and logged out.
- By touching [ADD VEHICLE], you can register a vehicle that you can confirm on the MyMazda APP.  
⇒2-3. Registering Vehicle InformationRegistering Vehicle Information



### ■ Logging Out of the System

Touch **LOGOUT** from the Menu to log out of the system.  
When the confirmation message is displayed, touch [OK] .  
⇒3-8. Using the Menus of the MyMazda APP



## NOTE

When logging out, your [Keep me logged in] status and your biometric authentication login settings are canceled.

# 2-3. Registering Vehicle Information

1. From the menu, touch MYMAZDA and then MYVEHICLE.
2. Touch Add Vehicle from the action tab.
3. Touch **SCAN VIN** and have the camera read the barcode.  
If the barcode could not be read or when entering the VIN manually, touch [Manually enter VIN] and enter the VIN.
4. After entering the VIN, touch **VALIDATE**.



## NOTE

For the barcode and VIN positions, refer to the illustrations.

Barcode

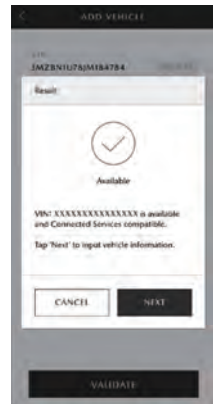


VIN





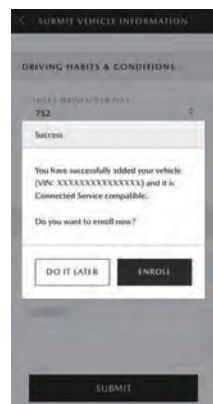
5. If there is no problem with the VIN authentication, touch **NEXT** to register the vehicle information. If the authentication was not successful, make sure that the VIN is correct and then enter the correct VIN.



6. Enter the necessary information according to the instructions on the screen. After entering, touch **SUBMIT**.



7. Touch **ENROLL** to register Connected Service. If you touch **DO IT LATER**, the procedure ends without registering to Connected Service. In this case, touch [ENROLL] from the MY VEHICLES screen at a later time to register the service.  
⇒ 3-8. Using the Menu of the MyMazda APP/MY VEHICLES

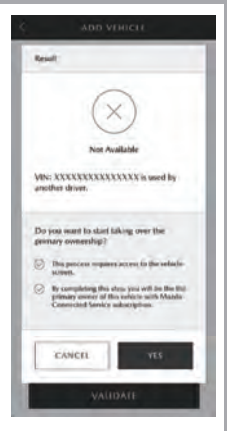


## 2-3. Registering Vehicle Information (Continued)

### **⚠ CAUTION**

If the vehicle has already been enrolled in Connected Service by another user, verify that you will take over the contract. If you are taking over the contract, touch **YES** and then touch **START** on the next screen. The steps that follow are the same as from Step 9.

Do not take over the contract unless you have proper ownership of the vehicle. When you take over, the previous primary and secondary users will be unenrolled automatically, and the previous primary user will receive a notification of being taken over.



8. Touch **START** to start registration to the service.



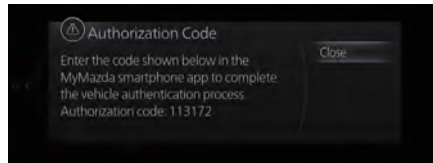
### **⚠ CAUTION**

- Because you need to check the center display, park the vehicle in a safe location and do the registration to Connected Service near the vehicle while carrying the key.
- When the vehicle connection is completed, a push notification is sent to the device. Turn on the push notification setting for the device.

9. Get in the vehicle and switch the ignition ON.  
Touch **NEXT**.



10. Link the vehicle to the device using the Authorization Code.  
Touch **REQUEST** to display the 6-digit Authorization Code on the center display of the vehicle.



**CAUTION**

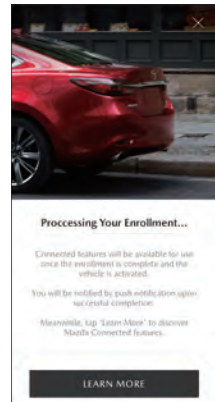
- It may require some time for the Authorization Code to be displayed on the center display.
- If the Authorization Code is not displayed, verify that the vehicle is parked in a location with good radio wave reception.
- The effective period of use of the Authorization Code is 4 minutes from being issued.
- An Authorization Code with an expired period of use cannot be used. Touch **REQUEST** again.
- When you select close, the screen closes and the Authorization Code is not displayed again. Please wait without operating the center display until the Authorization Code is displayed.

## 2-3. Registering Vehicle Information (Continued)

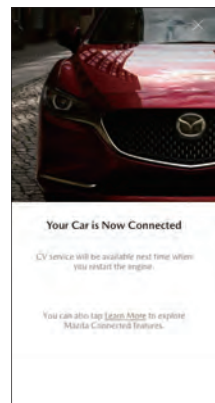
- 11.** Enter the Authorization Code displayed on the center display into your device and touch **SUBMIT**.



- 12.** The Connected Service contract is being processed.



- 13.** You are notified when the Connected Service contract is completed.



# 2-4. Changing Registered Information

There are largely 2 types of information controlled by the MyMazda APP.

**Profile information (customer information)**

**Vehicle information (Mazda vehicle information)**

The following is an explanation of how each of the data is edited:

## Changing Your Profile

Touch **Action Tab** on the profile screen.  
Select the required operation from the following:

### Change Email

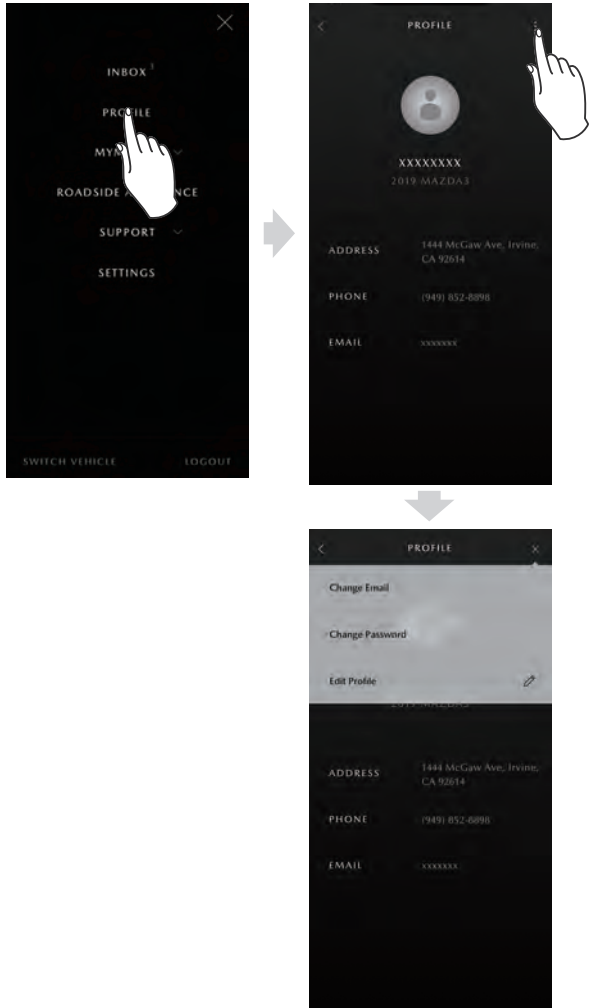
If you change your email address, the user account (email address) for logging into the system will also be changed.

### Change Password

Your password for logging into the system is changed.

### Edit Profile

Profile information such as your address can be edited.



## **CAUTION**

If you touch **[DELETE ACCOUNT]** on the profile editing screen opened by touching **[Edit Profile]**, the service cancel screen is opened. Be aware that deleting your account ends your subscription to Connected Service. ⇒4-2. Ending Use of Connected Service

## 2-4. Changing Registered Information (Continued)

### Changing Vehicle Information

1. Touch [Edit Vehicle] from the Action Tab on the MY VEHICLES screen.

#### Add Vehicle

Registers the vehicle to the application.

⇒ 2-3. Registering Vehicle Information

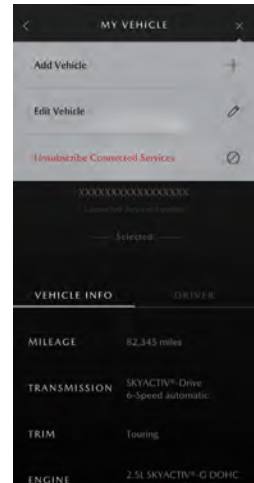
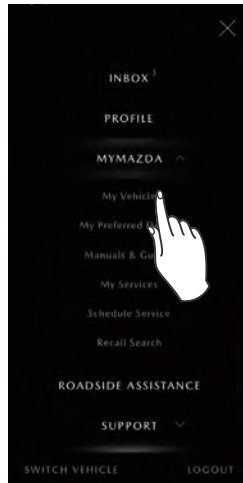
#### Edit Vehicle

The vehicle information can be edited.

#### Unsubscribe Connected Services

Ends your subscription of the vehicle to Connected Service.

⇒ 4-2. Ending Use of Connected Service



Registers, changes, and deletes a secondary driver in the vehicle information for each vehicle.

**You can register separate preferred dealer information.**

If multiple vehicles are registered, register the information after switching to the vehicle to which you want it set.

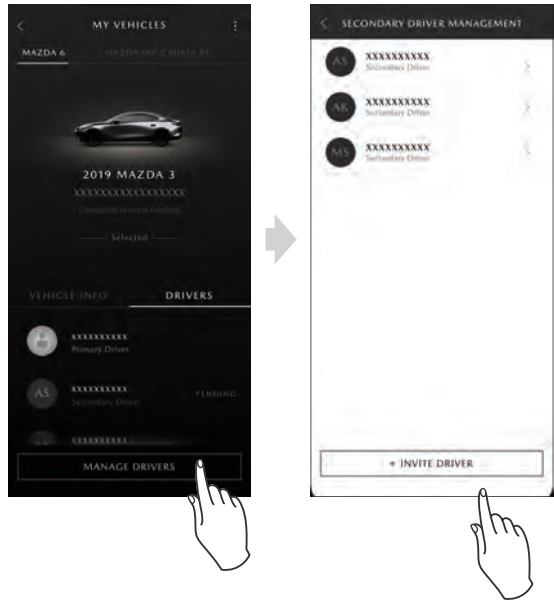
⇒ 3-8. Using the Menus of the MyMazda APP

### NOTE

[Unsubscribe Connected Services] is displayed by a vehicle currently being enrolled in Connected Service.

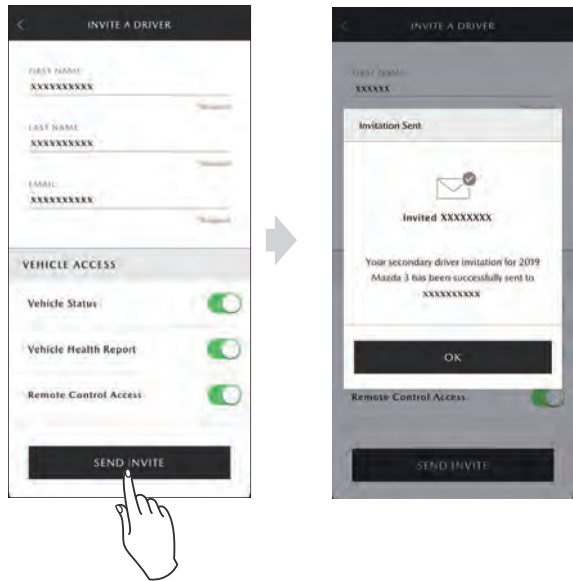
# Registering a Second Driver

- 1. Touch **MANAGE DRIVERS** on the MY VEHICLES screen, and then touch **+INVITE DRIVER**.



- 2. After entering the Secondary Driver information and setting the authorities to be given, touch **SEND INVITE** and follow the instructions on the screen.

A person with authority can set [VEHICLE ACCESS], which involves vehicle access, remote operations and so on, as well as [NOTIFICATION SETTINGS], which involve vehicle condition and maintenance.



## 2-4. Changing Registered Information (Continued)

### NOTE

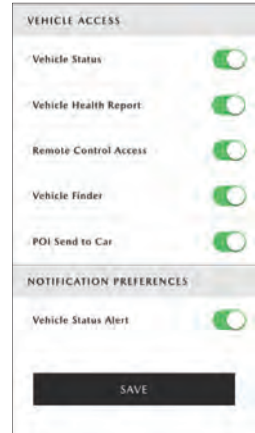
Refer to the following SETTING items:

#### [VEHICLE ACCESS]

- Vehicle Status  
⇒3-8. Using the Menus of the MyMazda APP/INBOX/  
Vehicle Status
- Vehicle Health Report  
⇒3-3. Using Vehicle Monitor and Alert/Vehicle Health Report
- Remote Control Access ⇒3-2. Using Remote Control
- Vehicle Finder ⇒3-4. Using Vehicle Finder
- POI send to Car ⇒3-5. Using Send to Car

#### [NOTIFICATION PREFERENCES]

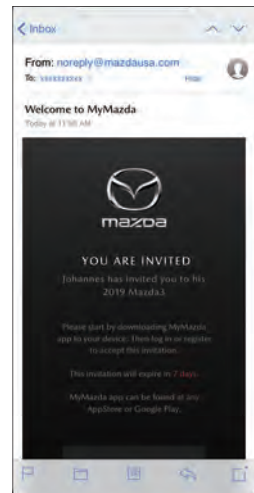
- Vehicle Status Alert  
⇒3-3. Using Vehicle Monitor and Alert/Vehicle Status Alert



### CAUTION

- The MyMazda APP stores data in the device. When transferring or disposing of your device, only uninstall the MyMazda APP.
- Up to 4 Secondary Drivers can be registered to a single vehicle.

3. Invitation email will be sent to the registered email address of the Secondary Driver. Install the MyMazda APP and log in following the instructions.

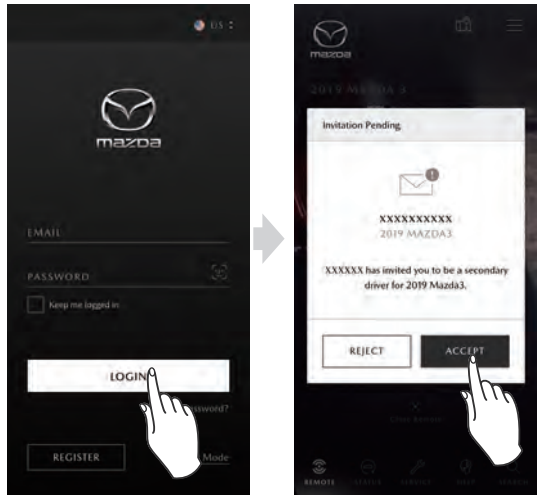




## NOTE

If the MyMazda APP has already been installed, go to Step 4.

4. When logged into the system, the invitation information is displayed. When the [ACCEPT] or [REJECT] message is displayed, select [ACCEPT].



## NOTE

- If the Secondary Driver does not have an account, login will be available after user registration.  
⇒ 2-2. Registering Your User Information
- If a Secondary Driver invites other users, invited users are displayed in the DRIVERS tab on the MY VEHICLES screen of the Primary Driver. If an invited user has not accepted an invitation yet, [PENDING] is displayed.



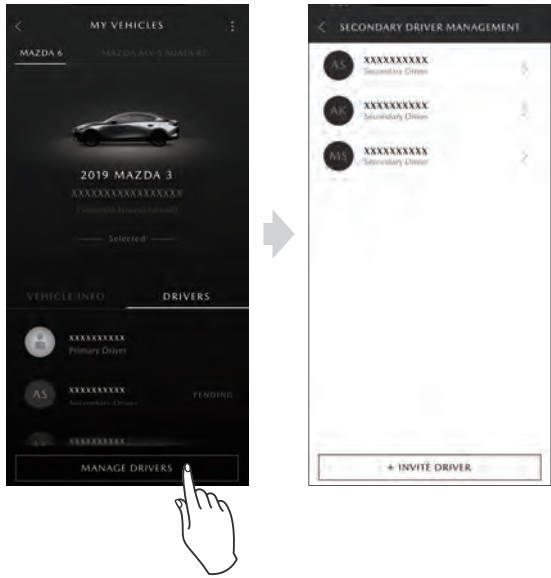
## 2-4. Changing Registered Information (Continued)

### Changing / Deleting a Second Driver

1. Touch the **DRIVERS** tab on the MY VEHICLE screen.

2. Touch **MANAGE DRIVERS** to display the secondary driver list.

3. Touch on the drivers you want to change or delete.

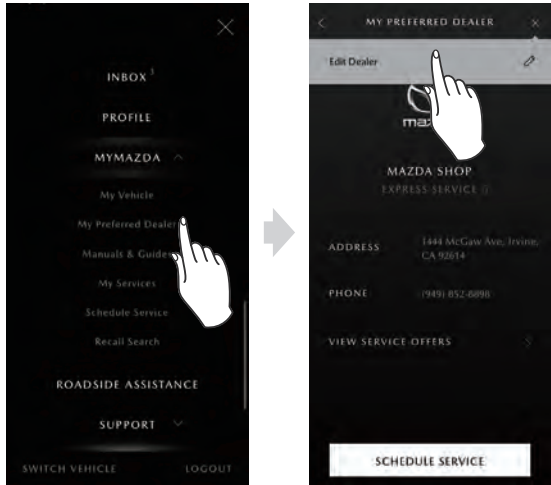


If you are making a change, update according to the screen and touch **SAVE**.

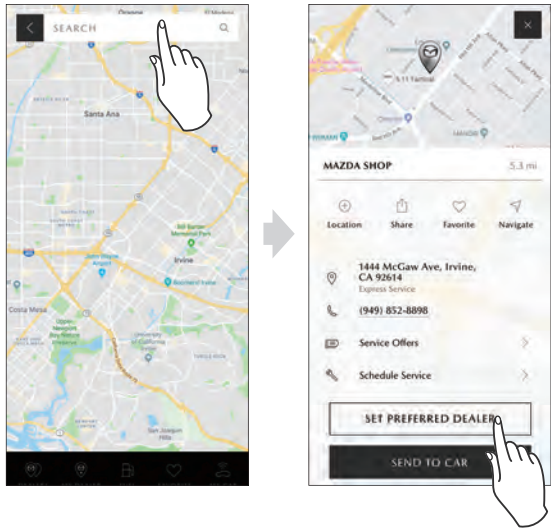
If you are making a deletion, touch **[REMOVE DRIVER]**.

# Changing Your Preferred Dealer

- 1. Touch [MY MAZDA] on the menu screen, [My Preferred Dealer], and then [Edit Dealer].



- 2. Search for a dealer you want to register to a new preferred dealer, touch **SET PREFERRED DEALER**, and follow the instructions on the screen.

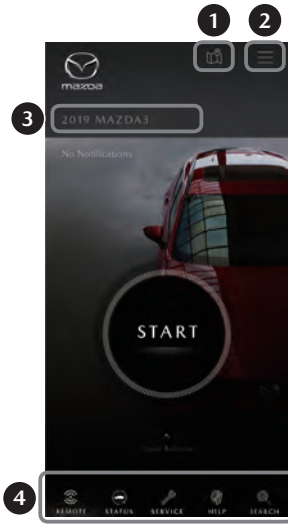




## 3. Using Connected Service

# Explanation of the Home Screen

When you launch the MyMazda APP, the Home screen is displayed.



1	MAP	Opens the map screen. ⇒3-10. Using the MyMazda APP MAP
2	MENU	Displays the menu. ⇒3-8. Using the Menus of the MyMazda APP
3	Vehicle Information	The vehicle model name and remaining fuel are automatically switched and displayed.
4	Main Navigation	This is the navigation menu. ⇒3-9. Using the MyMazda APP Main Navigation Menu

# 3-1. Using Vehicle Malfunction Notification

If a malfunction occurs with the vehicle, notifications of the malfunction conditions are as follows:

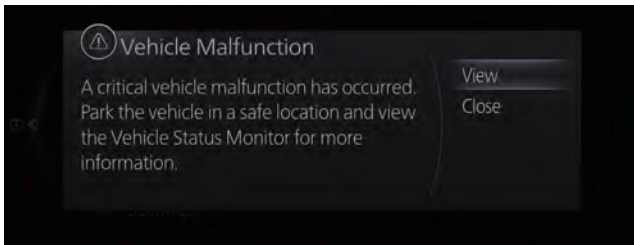
- Example of a notification in the instrument cluster



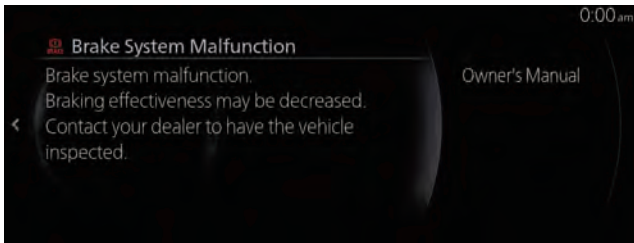
- Example of a notification on the center display

A notice of a significant malfunction.

If a serious malfunction occurs, the malfunction information is displayed by a pop-up message.



Information display on the Vehicle Status Monitor



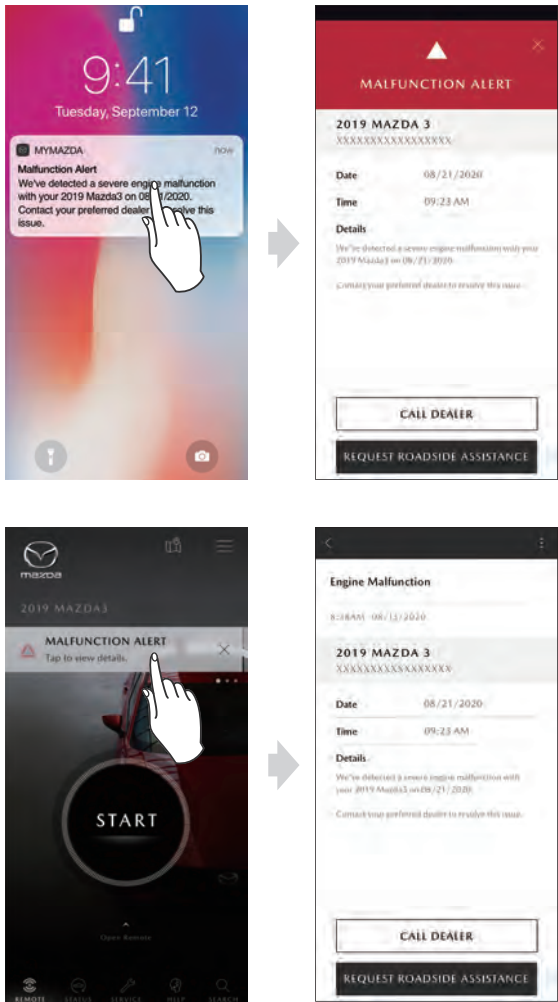
## **CAUTION**

- Depending on the type of malfunction that occurred, there are differences in the types of notices.
- For details about the indications in the instrument cluster and in the center display, refer to the owner's manual of the vehicle and the Mazda Connect Owner's Manual.
- When contacting roadside assistance from the vehicle, refer to Mazda Connect Owner's Manual and use the hands-free function. Roadside assistance can also be contacted through the MyMazda APP.

# 3-1. Using Vehicle Malfunction Notification (Continued)

If a malfunction occurs in the vehicle, the MyMazda APP will also be linked with the malfunction information through the system.

If the vehicle cannot be driven due to a certain malfunction, the device receives information about the malfunction and a notice will be displayed without having to launch the MyMazda APP. Touching the notice on the display shows the details of the malfunction.



On the malfunction alert screen, roadside assistance or a dealer can be contacted. Past notices can be checked from the Inbox.

⇒3-8. Using the Menu of the MyMazda APP/INBOX



■ [In Case of a Serious Malfunction]

- Touch **CALL ROADSIDE ASSISTANCE** to make a call to roadside assistance.
- By touching **CALL DEALER** the driver can call a dealer.



■ [In Case of a Non-Serious Malfunction]

- Touch **CALL DEALER** to make a call to your preferred dealer.
- When you touch **SCHEDULE SERVICE**, a service-in reservation screen to the dealer is displayed. For details, refer to [Site](#), or contact a dealer.

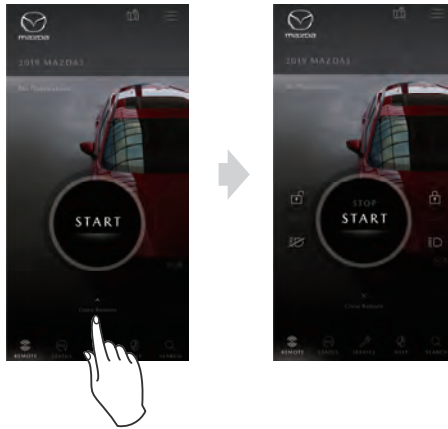


**CAUTION**

- Depending on the type of malfunction, there are differences in the types of notices.
- Not all malfunctions result in a notification.
- Roadside assistance can also be contacted from here.  
⇒3-8. Using the Menu of the MyMazda APP/ROADSIDE ASSISTANCE
- Contact to a preferred dealer can also be made from here.  
⇒3-8. Using the Menu of the MyMazda APP/MYMAZDA/MY PREFERRED DEALER

# 3-2. Using Remote Control

The Remote Control can be used from the home screen.

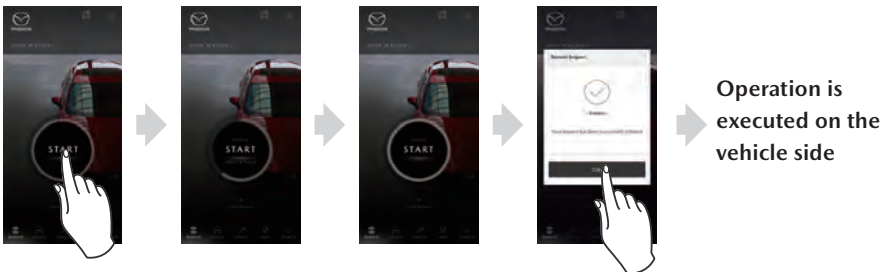


### CAUTION

- There may be a delay time between the device operation and the actual execution of an operation on the vehicle when using Remote Control.
- If the engine has not been started for more than 9 days, or if the electric current of the communication device of the car is low, the signal cannot be received and the Remote Control will be temporarily unavailable.

Using Remote Control, operations can be implemented by touching and holding an icon for the desired operation.

(Example) Engine Starting



A pop-up message is displayed when each type of request is sent. The results of execution can be checked from the Inbox.

⇒3-8. Using the Menu of the MyMazda APP/INBOX/Active History

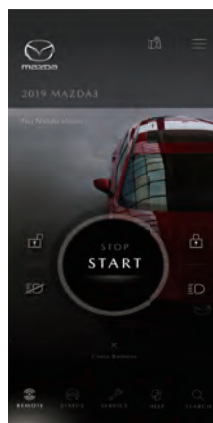
## **⚠ CAUTION**

- Operations are not executed if you release your finger from the screen before the round meter completes its circle.
- Even if a request transmission is successful, an error may occur with execution of the operation on the vehicle side due to a cause such as a door left open. If an error occurs, a pop-up message is displayed.
- The results of a Remote Control operation can be confirmed in the INBOX of the MENU. → 3-8. Using the Menus of the MyMazda APP/INBOX

## **Remote Engine Start**

Start the engine using the Remote Control.

Press and hold **[START]**. When the engine starts, the temperature of the climate control is kept at the same temperature as when the engine was last turned off.



## **⚠ WARNING**

Never start the engine while inside an enclosed space where the exhaust fumes can build up, such as a garage or a poorly ventilated parking garage or structure. Exhaust fumes are hazardous and can cause poisoning or death.

## **⚠ CAUTION**

- DO NOT use remote start if the vehicle's fuel level is low.
- If the engine was last turned off with the A/C turned off, the rear window defogger, windshield wiper de-icer and mirror defoggers will automatically turn on if the outside temperature is 40 F (5 C) or less to melt any snow and ice.
- No functions will operate if the key is located inside the car.
- No functions will operate if all of the doors are not locked.
- Engines started by Remote Engine Start will turn off for safety reasons if an operation such as opening the doors is performed.
- With the Remote Engine Start, the operation time of the warm-up (15 minutes) and the accumulated warm-up time (35 minutes) is controlled. If the warm-up time (15 minutes) is exceeded, the engine is automatically stopped. However, if the **[EXTEND]** button is touched, the warm-up time can be extended by 15 minutes. If the accumulated warm-up time (35 minutes) is exceeded, the engine is automatically stopped, and the Remote Engine Start cannot be operated. The accumulated warm-up time can be reset by opening a door.

## 3-2. Using Remote Control (Continued)

### ■ Remote Engine Stop

Turns off the engine by Remote Control.  
Scroll down the [START] button in the center of the screen to display [STOP], and press and hold [STOP].

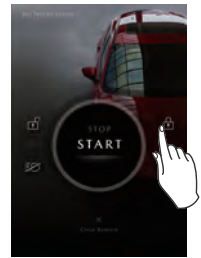


### **⚠ CAUTION**

The engine cannot be turned off if it was started by the push button start.

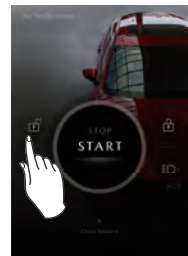
### ■ Remote Door Lock

Locks the doors using the Remote Control.  
Press and hold the lock icon.



### ■ Remote Door Unlock

Unlocks the doors using the Remote Control.  
Press and hold the unlock icon.



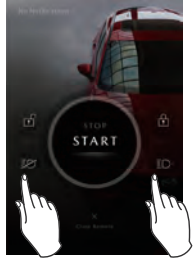
### **⚠ CAUTION**

Neither door locking nor unlocking with the Remote Control will work if the car is in the following conditions:

- The engine is running.
- The key is left inside the vehicle.
- Any door is not locked.

## ■ Remote Hazard Light

Flashes/turns off the hazard warning lights for a certain period of time using the Remote Control.  
Press and hold the flash icon or the lights-off icon.



### **⚠ CAUTION**

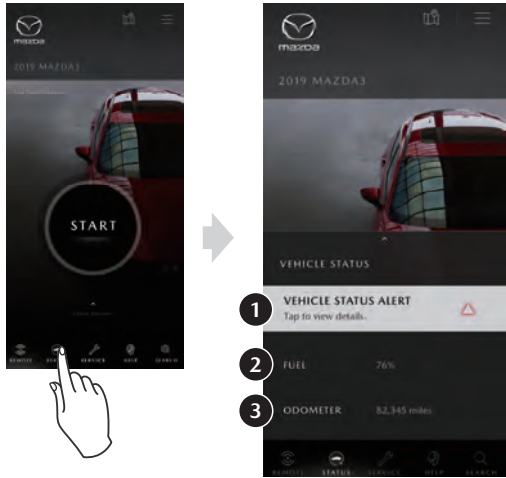
- No operations will occur if all the doors and trunk/liftgate are not closed.
- The lights-off operation does not operate using hazard warning lights that are turned on by the Vehicle Finder.

# 3-3. Using Vehicle Monitor and Alert

The following vehicle information can be monitored with the MyMazda APP and alerts can be set up to remind the driver if something is not in a certain state (such as doors are not locked).

## ■ Vehicle Status

The status of the vehicle's doors, trunk/liftgate, and lighting systems can be checked by touching STATUS on the Main Navigation Menu.



### ① Alert Card

When touched, you can check for operations you may have overlooked such as leaving the doors unlocked or leaving the hazard warning lights turned on.


⇒ 3-3. Using Vehicle Monitor and Alert/Vehicle Status Alert

### ② Fuel

Displays the remaining amount of fuel in the fuel tank.

### ③ Odometer

Displays the total traveled distance.

By touching , detailed information about the vehicle can be checked.

**4 Pull to Refresh**

Updates the displayed information.

**5 Tire Pressure**

Displays the air pressure of each of the four tires.

**6 Status Ring**

Displays the error status of the registered vehicle (doors/hood/trunk open or tire pressure problem).

**7 Door Status**

Displays the door open/close status and the lock status.

**8 Trunk/Liftgate Status**

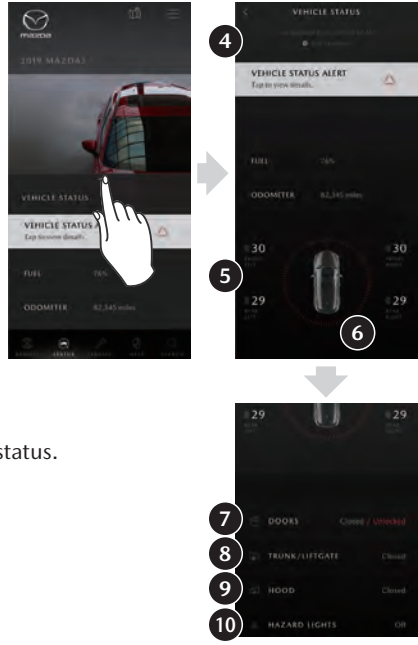
Displays the trunk/liftgate open/close status.

**9 Hood Status**

Displays the hood open/close status.

**10 Hazard Warning Light Status**

Displays the hazard warning light status.



**CAUTION**

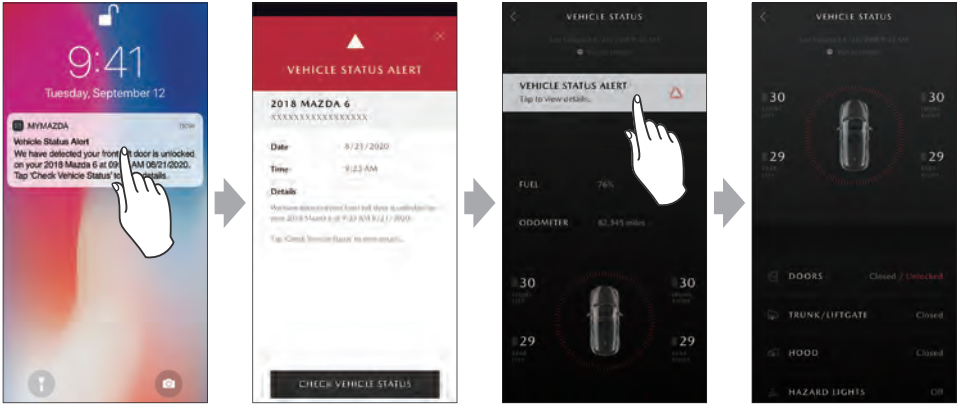
Vehicle Status data is updated when the engine is stopped. While the engine is running, information is not updated even if the [Pull to Refresh] is touched.

## 3-3. Using Vehicle Monitor and Alert (Continued)

### ■ Vehicle Status Alert

The MyMazda APP will be notified through the system if the vehicle detects an operation made by mistake and the device will display this notification even if the MyMazda APP is not being used.

By touching the displayed notification, the details can be checked.



If the notification is no longer displayed, it can be checked from the INBOX on the MENU.

⇒3-8. Using the Menus of the MyMazda APP/INBOX

### ⚠ CAUTION

- A notification is sent if an operation such as one of the following is detected and considered to be made by mistake. The notification is sent when several minutes have passed after the ignition is switched OFF.
  - Forgetting to close the doors, trunk/liftgate or hood.
  - Forgetting to lock the doors.
  - Forgetting to turn off the hazard warning lights
- Even after a user oversight notification is transmitted once, if a change in the vehicle status, such as indicated above is detected, the user is notified.
- When the vehicle is being serviced at a dealer, you may be notified depending on the what is being worked on.

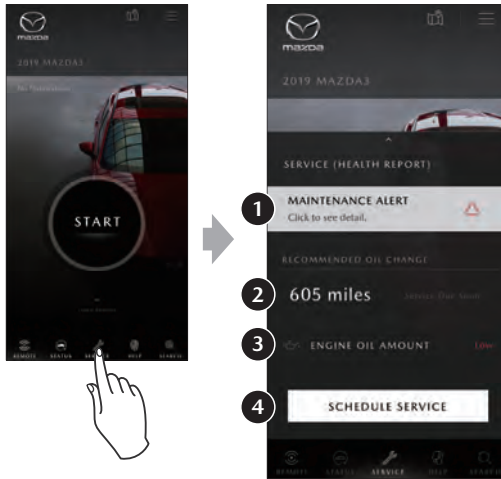
### NOTE

- As for forgetting to lock the doors or turning off the hazard warning lights, the doors can be locked or the hazard warning lights can be turned off using the Remote Control without having to go back to the vehicle. ⇒3-2. Using Remote Control
- You can stop receiving Vehicle Status Alert notifications.
  - ⇒3-8. Using the Menus of the MyMazda APP/SETTINGS
  - Vehicle Status Alert will stop sending notifications even if the driver stays in the vehicle with the engine turned off.
- After all the doors are locked with a person in the vehicle, if the doors are unlocked an oversight notification will not be sent.



## ■ Vehicle Health Report

Enables you to check maintenance information such as engine oil status, and tire air pressure status. The Vehicle Health Report can be checked by touching SERVICE on the Main Navigation Menu.



### 1 Alert Card

When a part(s) replacement or a fluid refill service approaches, a notice will be sent. By touching the notice, the detailed information of the notice can be reviewed.

### 2 Recommended Oil Change

Displays the distance until the oil replacement is due as a guide.

### 3 Engine Oil Amount


Displays the engine oil level information.

### 4 Schedule Service

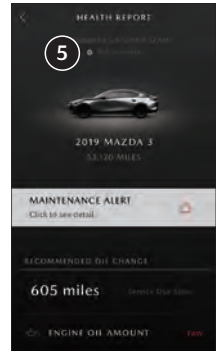
When maintenance work is required, a service shop appointment can be made. When you touch **SCHEDULE SERVICE**, a service-in reservation screen to the dealer is displayed. For details, refer to [Site](#), or contact a dealer.



### 3-3. Using Vehicle Monitor and Alert (Continued)

When you touch , you can check maintenance information details.

- 5 Pull to Refresh**  
Updates the displayed information.
- 6 Your Next Milestone Date**  
Displays the next vehicle inspection date.
- 7 Your Next Milestone**  
Displays an approximation of the driving range until the next inspection.
- 8 View All Milestone**  
Displays a list, as a guide, all distances until inspection.
- 9 Tire Pressure**  
The air pressure of each of the 4 tires can be checked.
- 10 Light**  
Displays the light status.
- 11 Tire Pressure Battery**  
Displays the battery status of the tire pressure sensors.



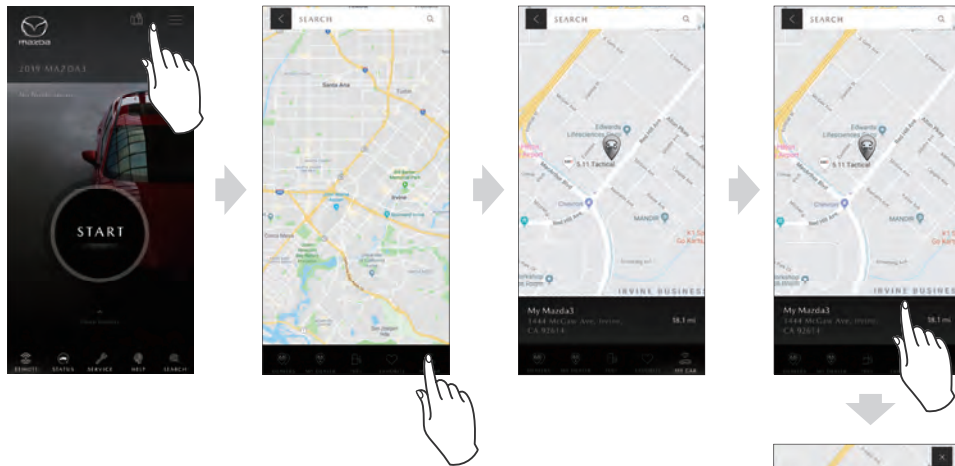
#### CAUTION

Vehicle Health Report data is updated when the engine is stopped. While the engine is running, information will not be updated even if you touch [Pull to Refresh].

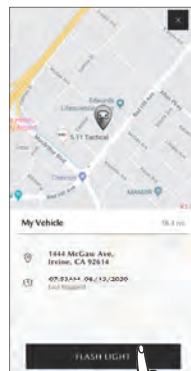
# 3-4. Using Vehicle Finder

Vehicle Finder has two functions: To indicate the vehicle's location on the map and to turn on the hazard warning lights for the visual confirmation of the vehicle.

In order to turn on the hazard warning lights, open the detailed information from the screen of MY CAR.



Vehicle Finder displays the location of the vehicle and the distance from the device displayed by the MyMazda APP. To turn on the vehicle's hazard warning lights, display the MY CAR display details.



The distance from the device displayed by the MyMazda APP, the location of the vehicle, and the amount of time the vehicle was parked are displayed. If **FLASH LIGHTS** is touched, the horn will sounds twice and the hazard warning lights of the vehicle will flash 10 times.

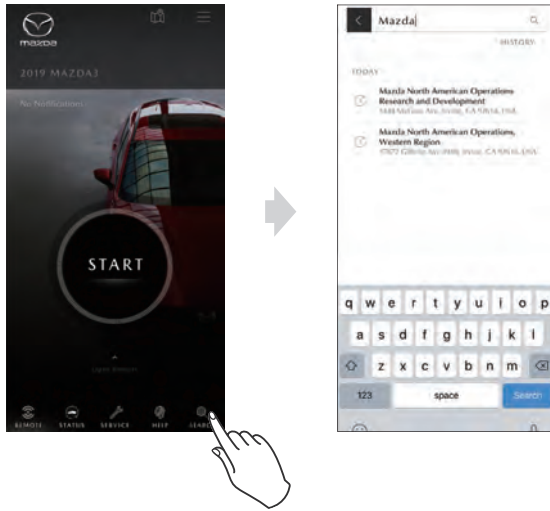
## **CAUTION**

- When the vehicle is in a location subject to weak radio wave signals, such as an underground parking garage, communicating with the system may be difficult, therefore, the location indication may be incorrect and/or operations may not be able to be performed.
- Vehicle Finder references information when the engine is stopped.
- No operations will occur if all the doors and trunk/liftgate are not closed.

# 3-5. Using Send to Car

Send to Car is a function which uses the MyMazda APP to search the destination of the navigation and send it to the vehicle.

First, use the MyMazda APP and select a destination to be sent to the vehicle.



Then Search for the destination that you wish to set or search for the destination using the map by touching MAP on the home screen.

## **CAUTION**

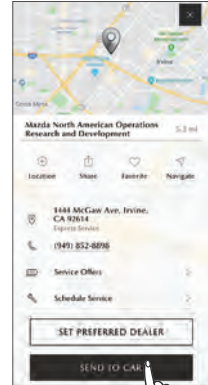
- If you receive a destination when driving in the vehicle, avoid any distractions and do not divert your attention away from driving the vehicle.
- To use the navigation system, the SD card containing the map information needs to be inserted in the SD card slot.
- Send to Car can send up to three destinations concurrently.
- Navigation pathways must be set for the respective destinations received.
- When sending multiple destinations, it is convenient to send them all at once instead of sending them one after another.
- When the power is off, the vehicle cannot receive a destination. The vehicle will receive the destination after the engine is started.
- If a location where a route search is not possible such as over water is sent, the destination of the navigation route will not be set by the vehicle.
- Up to 10 destinations can be set to the navigation route. If you exceed the maximum number of destinations sent by Send to Car, either discard the routes the vehicle already set and set the received destination as the new destination, or cancel the received destination.

## **NOTE**

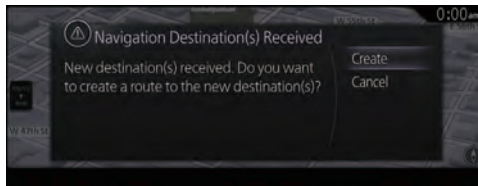
When editing a navigation pathway, refer to the NAVIGATION SYSTEM Owner's Manual.

## ■ When Sending One Destination

1. Display the detailed information for the destination that was searched.
2. Touch **SEND TO CAR**.
3. The destination is automatically received by the vehicle.



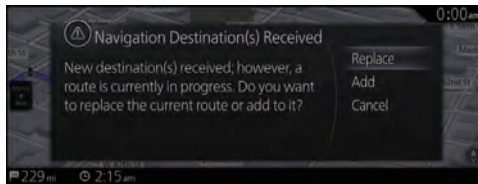
- **If a Navigation Route Has Not Been Created by the Vehicle**  
When setting the route using the received destination, select [Create] and edit the navigation route.



- **If a Navigation Route Setting by the Vehicle Has Been Completed**  
Select whether the received destination is to be set as a new destination or to be added to the existing route.

To discard the existing route and set a new route, select [Replace].

To add to the existing route, select [Add] and edit the navigation route for each destination.

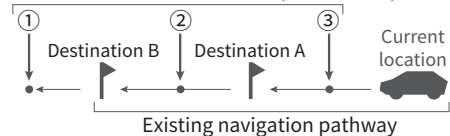


## NOTE

When adding a destination to an existing navigation route, select a position to insert as shown in the figure.

Add (2), (3) as transit points with (1) as the final destination.

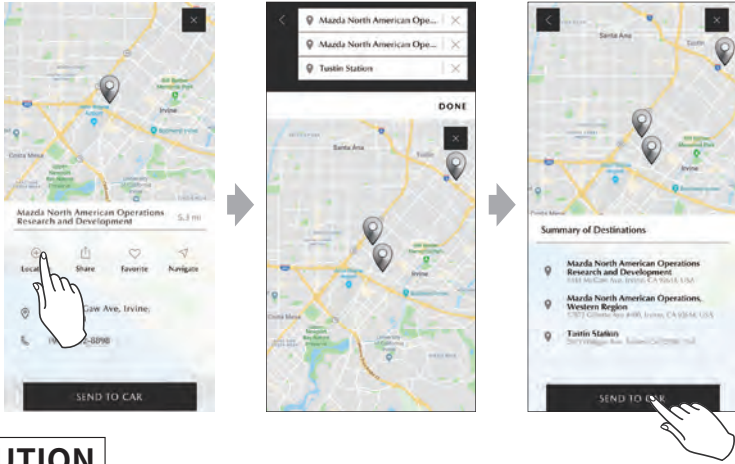
Position to insert destination (Send to Car)



# 3-5. Using Send to Car (Continued)

## ■ When Sending Multiple Destinations

1. Display the detailed information for the first destination that was searched.
2. Touch **[Location]** (⊕), and add the second destination.  
For the last spot, touch **SEND TO CAR**, which collectively sends points up to this point to the vehicle.

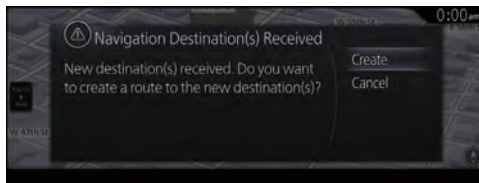


### ⚠ CAUTION

- Up to three destinations can be sent at a time. Touch **[Location]** at the first and second destinations, then touch **SEND TO CAR** at the third destination to send the three destinations.
- The same destination cannot be sent repeatedly.

3. The destinations are automatically received by the vehicle.

- **If a Navigation Route Has Not Been Created by the Vehicle**  
When setting the route using the received destination, select **[Create]** and edit the navigation route.

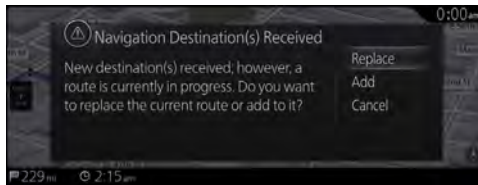


- **If a Navigation Route Setting by the Vehicle Has Been Completed**

Select whether the received destination is to be set as a new destination or to be added to the existing route.

To discard the existing route and set a new route, select **[Replace]**.

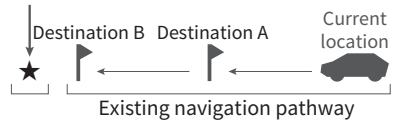
To add to the existing route, select **[Add]** and edit the navigation route for each destination.



## NOTE

If destinations are to be added to the existing navigation route, they are inserted in the ★ area in the order they were set in the MyMazda APP. If the positions differ from your intended positions, edit the navigation route to arrange the order of the destinations.

Additional destination X, Y, Z  
(Send to Car)



# 3-6. Using In-Car Wi-Fi

In order to initiate the use of in-car Wi-Fi, configure the Wi-Fi settings using the center display and enter into a contract using your Wi-Fi device.

## ■ Wi-Fi Setting Procedure at the Vehicle

1. Select Settings from the MENU.
2. Select Connectivity.
3. Select the in-Car Wi-Fi Setting.



1	Wi-Fi Hotspot	Turn on to enable in-car Wi-Fi at your vehicle.
2	SSID	Sets the SSID name to connect the Wi-Fi device in the vehicle as in-car Wi-Fi.
3	Wi-Fi Password	Sets a password for when connecting to the SSID
4	Hide Access Point	When set to on, the SSID for the in-car Wi-Fi is set so as not to display the access point. (Only those who know the SSID can connect.)
5	Wi-Fi Security Type	Sets the security type for when using the SSID for the in-car Wi-Fi. You should set the security level as high as possible in conjunction with your connected Wi-Fi device.
6	Wi-Fi Channel	Sets the channel for use by the SSID for the in-car Wi-Fi.
7	Connected Devices	Displays the number of devices connected to the current in-car Wi-Fi.

When the Wi-Fi settings at the vehicle are completed, connect your Wi-Fi device to the SSID.



---

## ■ Contract With Your Wi-Fi Device

1. If the Wi-Fi connection screen does not automatically appear on your device, launch the web browser.
2. Follow the on-screen prompts to complete the contract.

Once the contract is completed, the Internet can be used.  
Set the Wi-Fi on the device that will be using the Internet.

### CAUTION

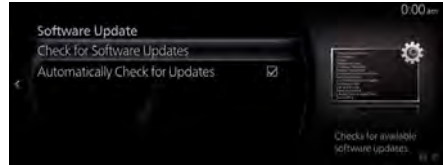
- The in-car Wi-Fi service uses the vehicle's communication unit. For this reason, before using the in-car Wi-Fi, it is necessary to complete enrollment to Connected Service.
- Before enrolling in Connected Service, the Wi-Fi setting screen cannot be selected by the vehicle.
- With an in-car Wi-Fi service contract, always connect to the Wi-Fi set at the vehicle. You cannot contract using your mobile phone network.
- In-car Wi-Fi supports connections for up to five devices at the same time.

# 3-7. Using Online Update

With Online Update, Mazda Connect updates (online update) are possible.

## ■ Automatic Update Confirmation Setting

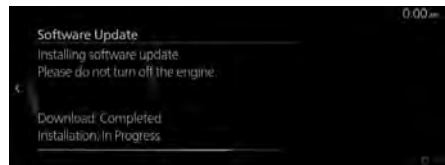
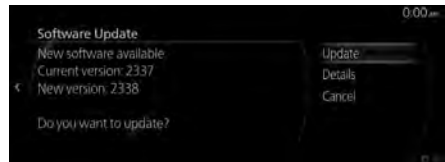
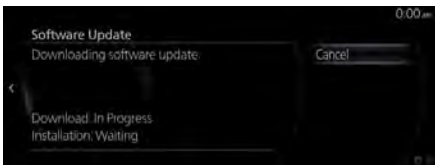
1. Select System from the Settings.
2. Select Software Update.
3. Check the box for Automatically Check for Updates to turn it on and periodically check if there is software to be updated. If it is turned off, update checks are not done.



## ■ Updating Software Manually

1. Select Check for Software Updates as shown on the screen above.

If there is a software version that can be updated, you can update it. Select Update, agree to the terms of use, and then begin the update. The update proceeds in the order of downloading and then installing.



When the installation is finished, switch the ignition OFF once and then restart the engine to enable the latest software.

---

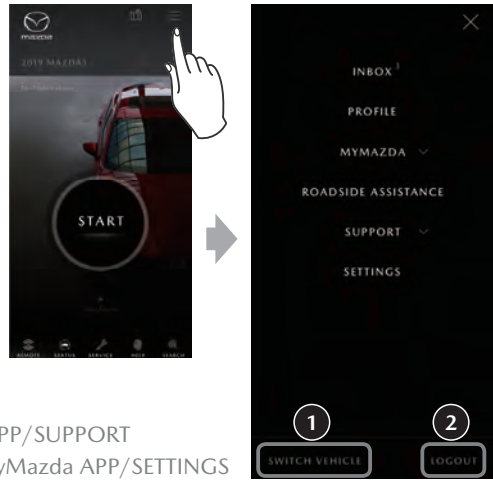
**⚠ CAUTION**

- Online Update cannot handle some updates. In this case, it is necessary to have a dealer do the update.
- Mazda Connect can be used as normal even while an Online Update is being done. The Online Update proceeds in the background even while the navigation or an entertainment screen is displayed.
- Even when downloading or installing updated software, the ignition can be switched OFF and the vehicle can be used as usual. The next time the ignition is switched ON, the Online Update will automatically proceed from where it was stopped.
- The information and data you have set will not be deleted by the Online Update.

# 3-8. Using the Menu of the MyMazda APP

When the menu tab on the home screen is touched, the MENU screen opens and the following items are displayed:

- INBOX⇒3-8. Using the Menu of the MyMazda APP/INBOX
- PROFILE⇒3-8. Using the Menu of the MyMazda APP/PROFILE
- MYMAZDA⇒3-8. Using the Menu of the MyMazda APP/MYMAZDA
- ROADSIDE ASSISTANCE ⇒3-8. Using the Menu of the MyMazda APP/ROADSIDE ASSISTANCE
- SUPPORT ⇒3-8. Using the Menu of the MyMazda APP/SUPPORT
- SETTINGS⇒3-8. Using the Menu of the MyMazda APP/SETTINGS



1	SWITCH VEHICLE	With the MyMazda APP, remote operation and information confirmation can be done for a single vehicle. If multiple vehicles have been registered and you want to switch to a different vehicle, touch the vehicle and then touch <b>CONFIRM</b> .
2	LOGOUT	Logs you out of the system. ⇒2-2. Registering Your User Information/System Login/Logging Out of the System

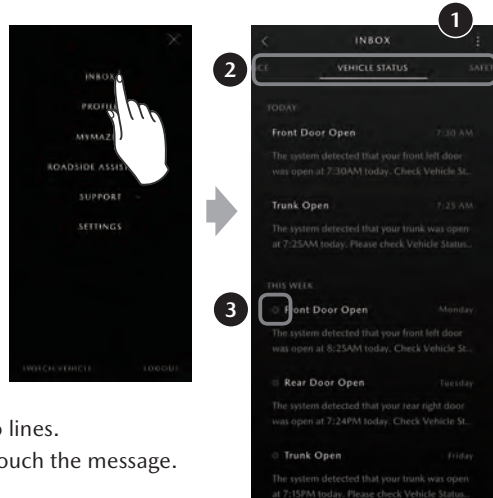
## INBOX

With INBOX, the information received by the MyMazda APP can be confirmed.

Select INBOX from the MENU.

The small numeral next to INBOX indicates the number of unread messages.

- Messages are displayed together with the day they were received and grouped such as [Today] and [This Month].
- Messages include the title and the received date with the message text displayed on two lines.
- When confirming the details of a message, touch the message.



1	Action Tab	Messages can be deleted and settings can be changed.
2	Category Tab	Switches the message category. • Safety & Security • Activity History • News & Update • Maintenance • Vehicle Status
3	Flag	<ul style="list-style-type: none"> <li>■ Unread message</li> <li>■ Important message</li> </ul>

---

## ■ Category Tab

- **Safety & Security**

Provides a malfunction notice from the vehicle. Although information about serious malfunctions are displayed on the Home screen and the standby display of the device, all information including information other than that of severe malfunctions can be confirmed in Safety & Security.

⇒3-1. Using Vehicle Malfunction Notification

- **Active History**

You can check the results of an operation that was made using Remote Control. This message is the same information that is displayed by pop-up when the Remote Control is operated.

⇒3-2. Using Remote Control

- **News & Update**

You can check for special information from a Preferred dealer and notifications from Mazda.

## **NOTE**

You can set the function not to receive information.

⇒3-8. Using the Menus of the MyMazda APP/SETTINGS

- **Maintenance**

You can check information related to maintenance in the Vehicle Health Report. If there is an important notification, it may be displayed on the home screen and the standby screen of the device, but all information can be checked here.

⇒3-3. Using Vehicle Monitor and Alert/Vehicle Health Report

- **Vehicle Status**

You can check notification information in the Vehicle Status Alert.

⇒3-3. Using Vehicle Monitor and Alert/Vehicle Status Alert

## **NOTE**

You can set the function not to receive Vehicle Status Alerts.

⇒3-8. Using the Menus of the MyMazda APP/SETTINGS

## 3-8. Using the Menus of the MyMazda APP (Continued)

### PROFILE

With PROFILE, you can check registered user information and make changes.

The following information can be updated by the Action Tab.

- Change Email
- Change Password
- Edit Profile
  - ⇒2-4. Changing Registered Information/Changing Your Profile



### MYMAZDA

With MyMazda, you can check for information related to registered vehicles and Mazda dealers.



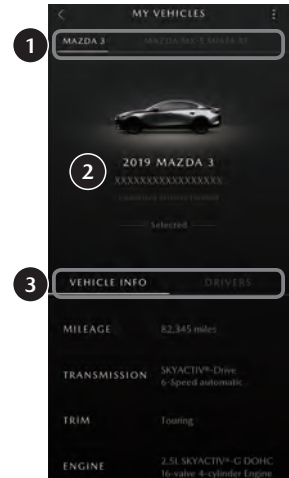
## ■ MY VEHICLES

You can check/set your vehicle information.

The following information can be updated by the Action Tab.

- Add Vehicle⇒2-3. Registering Vehicle Information
- Edit Vehicle⇒2-4. Changing Registered Information/  
Changing Vehicle Information
- Unsubscribe Connected Services  
⇒4-2. Ending Use of Connected Service

1	Vehicle Tab	If you have registered two or more vehicles, the target vehicles for the MyMazda APP can be switched.
2	Vehicle Name	Displays the vehicle name, model year, and VIN, and whether you are enrolled in Connected Service.
3	VEHICLE INFO/ DRIVERS Tab	Switches the vehicle information and registered driver information to display. When you touch [MANAGE DRIVERS], you can register additional drivers, do editing, and make deletions. ⇒2-4. Changing Registered Information



## NOTE

If you are not enrolled in Connected Service, the **ENROLL** button is displayed in Vehicle Name. Touch **ENROLL** to enroll in Connected Service.  
⇒2-3. Registering Vehicle Information/Step 7

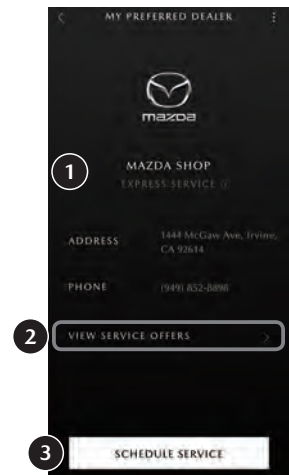
## ■ MY PREFERRED DEALER

You can confirm/set your preferred dealer.

The following information can be updated by the Action Tab.

- Edit Dealer⇒2-4. Changing Registered Information

1	Dealer Name	Name of My Preferred Dealer.
2	VIEW SERVICE OFFERS	You can check valuable information provided by My Preferred Dealer.
3	SCHEDULE SERVICE	Displays the service-in reservation screen to My Preferred Dealer. For details, refer to the <a href="#">Site</a> , or make an inquiry with the dealer.



## 3-8. Using the Menus of the MyMazda APP (Continued)

### MANUALS & GUIDES

Provides Owner's Manual and reference material.

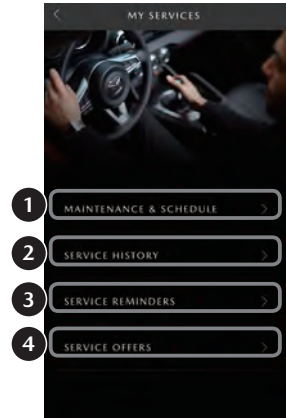
1	VEHICLE HOW-TO	You can check useful How-tos to make better use of your vehicle.
2	OWNER'S MANUAL	You can check the owner's manual.
3	SMART START GUIDE	You can check the smart start guide.



### MY SERVICES

Provides information and schedules for vehicle maintenance and service.

1	MAINTENANCE & SCHEDULE	Enables service appointments to be scheduled and confirms set appointments.
2	SERVICE HISTORY	Enables a maintenance service to be registered as service history.
3	SERVICE REMINDER	Enables a reminder to be set for a service appointment.
4	SERVICE OFFERS	Displays voucher(s) provided by My Preferred Dealer.



### SCHEDULE SERVICE

Enables a service appointment to be scheduled with the dealer.

1	I'M NEW HERE	Enables a new service appointment to be scheduled.
2	FIND ME	Displays a set service appointment.
3	SIGN IN	Enables logging into Schedule Service.
4	I'M IN A HURRY	Registers a service-in without logging in.





## NOTE

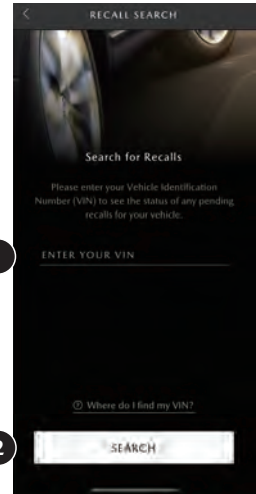
For details on SCHEDULE SERVICE, refer to [Site](#), or make an inquiry with your dealer.



## RECALL SEARCH

You can check for recall information.

1	VIN	Enter the VIN. If the vehicle selection has been completed, automatic entry is done.
2	SEARCH	Searches for relative recall information based on the VIN.



## NOTE

Refer to the illustrations for the barcode and VIN positions.

Barcode



VIN

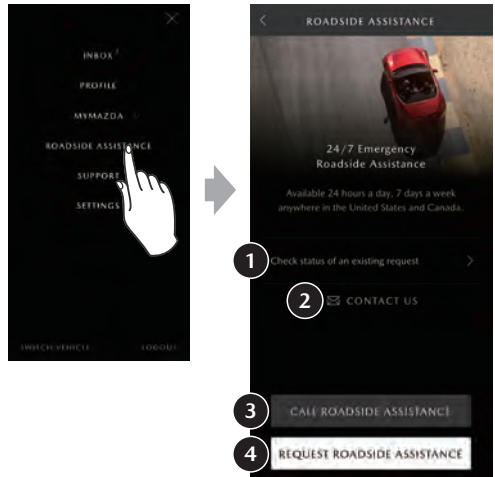


# 3-8. Using the Menus of the MyMazda APP (Continued)

## ROADSIDE ASSISTANCE

Enables Roadside Assistance to be requested and confirmation of information on the request.

1	Check status of an Existing Request	Checks the status of the roadside assistance requested. Follow the on-screen guidance, specify the vehicle, and check the status.
2	CONTACT US	Makes inquiries by email to Roadside Assistance.
3	CALL ROADSIDE ASSISTANCE	Makes a phone call to Roadside Assistance.
4	Request Roadside Assistance	Contacts Roadside Assistance. Enter the necessary information according to the guidance on the displayed screen.



## SUPPORT

Enables a variety of useful information to be checked.

### FAQ

Displays frequently asked questions about the vehicle and service.

### Onboarding Experience

Introduces the merits of a premium owner.

### Quick Links

Links to the related information.

- Mazda Connect
- Map Update
- Warranty
- Full Circle Service
- MazdaUSA
- Inside Mazda
- Zoom-Zoom Magazine
- in-Car Wi-Fi
  - ⇒ 3-6. Using In-Car Wi-Fi
- Accessories
- Parts

- Information page for Mazda Connect.
- Update page for navigation maps.
- Warranty servicing page for Mazda.
- Introduction of Mazda's full circle service.
- Mazda's homepage.
- Page for up-to-date information from Mazda.
- Digital magazine page.
- Administrative page for in-vehicle Wi-Fi service.
- Introductory page for Mazda-genuine accessories.
- Introductory page for Mazda-genuine parts.



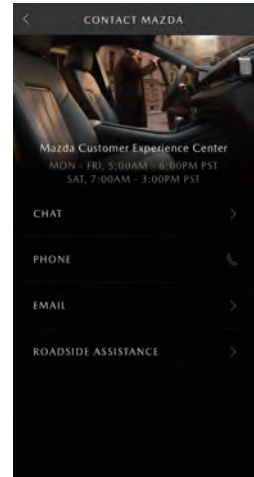
## ■ Contact Mazda

Opens the access page to the customer center.

The customer center can be accessed via:

- Chat
- Telephone
- Email

Enter the information according to the displayed screen.



## ■ Terms & Conditions

Displays each type of term and condition.

### **NOTE**

Terms & Conditions may be subject to changes.

## ■ Privacy Policy

Displays each type of privacy policy.

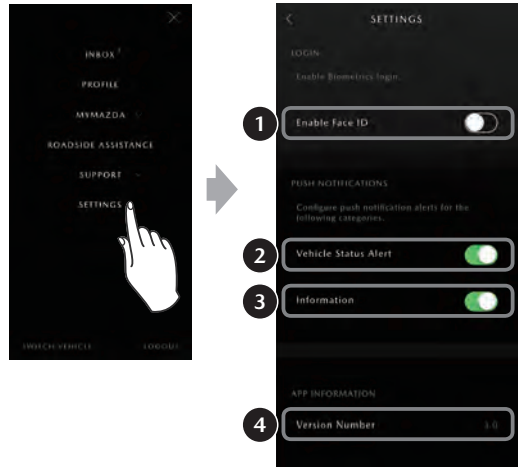
### **NOTE**

The Privacy Policy may be subject to changes.

## 3-8. Using the Menus of the MyMazda APP (Continued)

### SETTINGS

You can make settings for the MyMazda APP.



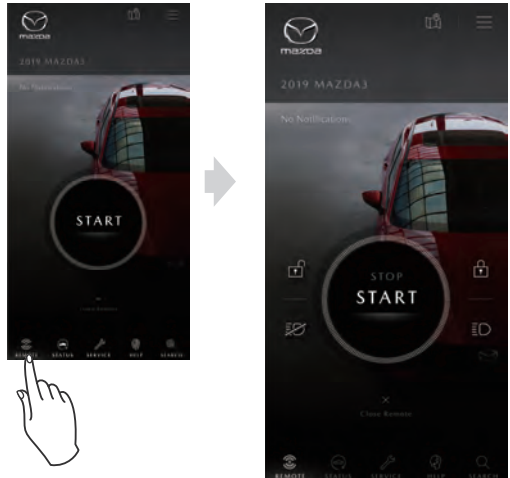
1	Enable Face ID	Enables or disables Face ID for the device. Refer to the manual of the device in order to confirm whether Face ID can be used with the device.
2	Vehicle Status Alert	Sets whether or not to receive Vehicle Status Alerts. ⇒ 3-3. Using Vehicle Monitor and Alert
3	Information	Sets whether or not to receive Information notifications. ⇒ 3-8. Using the Menus of the MyMazda APP/INBOX
4	Version Number	Displays the MyMazda APP version number.

# 3-9. Using the MyMazda APP Main Navigation Menu

## REMOTE

Certain features of the vehicle can be remotely controlled using the MyMazda APP.

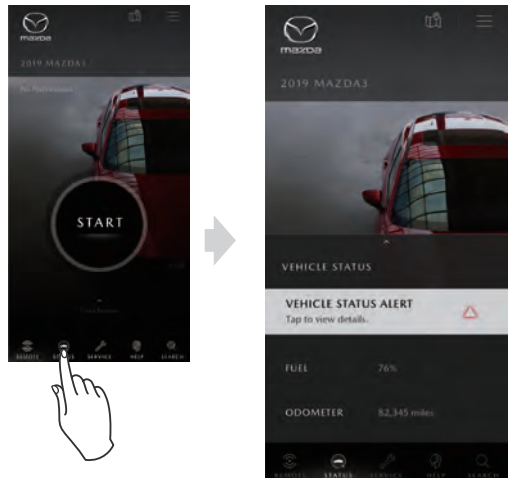
⇒3-2. Using Remote Control



## STATUS

Checks the status of vehicles.

⇒3-3. Using Vehicle Monitor and Alert/  
Vehicle Status Alert

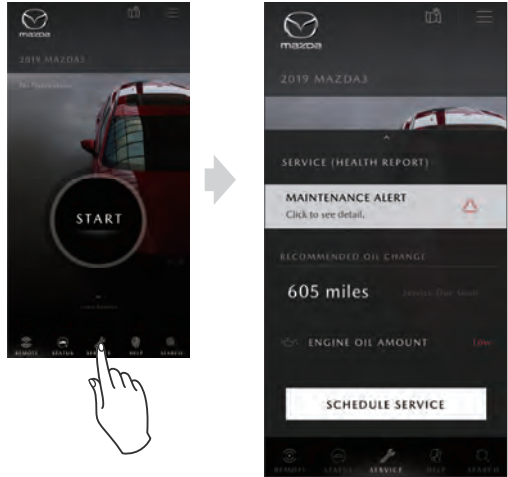


## 3-9. Using the MyMazda APP Main Navigation Menu (Continued)

### SERVICE

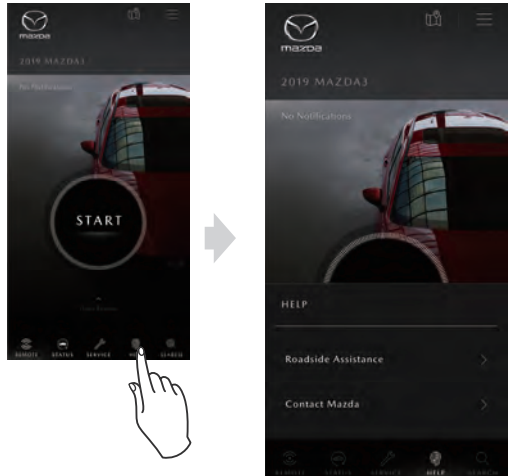
Checks the maintenance information of vehicles.

⇒ 3-3. Using Vehicle Monitor and Alert/  
Vehicle Health Report



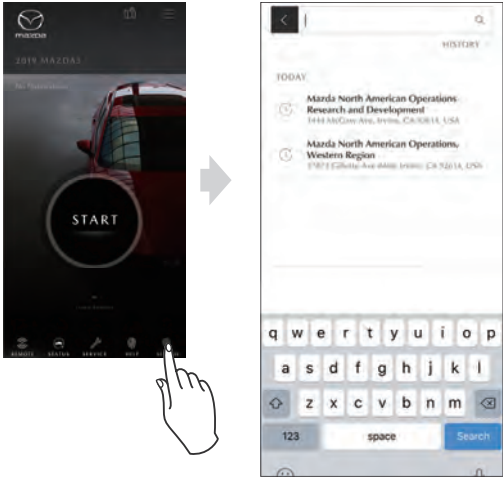
### HELP

Enables communication with Roadside Assistance and Mazda customer center.

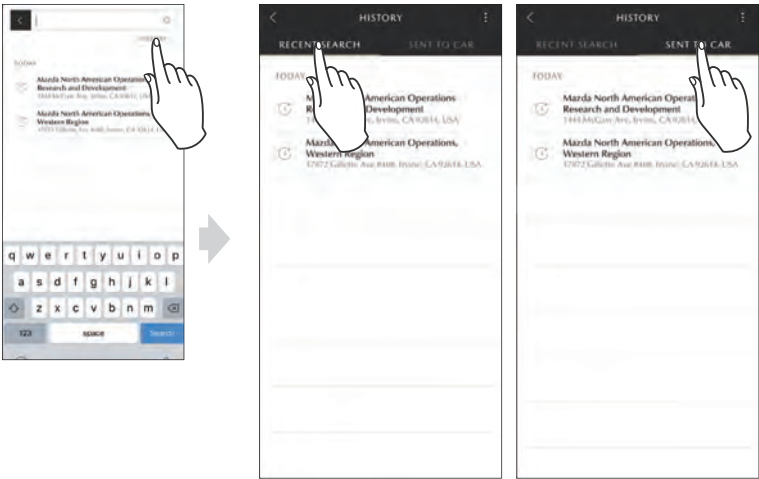


# SEARCH

Enables information about facilities on the map such as Mazda dealers to be searched.



The past search history is displayed on the search screen. By touching [HISTORY], the past search history and history (10 items) sent as navigation destinations to the vehicle can be checked.



## 3-9. Using the MyMazda APP Main Navigation Menu (Continued)

Touching a searched facility displays its detailed information and enables the following information to be checked.

### 1 Distance

Displays the distance to a search result from this device.

### 2 Options

#### • Location

Used when sending multiple facility information as destinations to the vehicle navigation.

⇒3-5. Using Send to Car

#### • Share

Enables the facility information to be shared with SNS, email, among others.

#### • Favorite

Enables searched spots to be added to Favorites.

#### • Navigate

Launches the device's navigation to set the searched spot as the destination.

### 3 POI detail

Displays detailed facility information.

#### • Addresses

#### • Websites

#### • Telephone numbers

#### • Service Offers (Only with dealers)

Touch [Service Offers] to check valuable information for that dealer.

#### • Schedule Service (Only with dealers)

Touch [Schedule Service] to display the service-in reservation screen to the dealer.

For details, refer to [Site](#), or make an inquiry with your dealer.

### 4 SET PREFERRED DEALER (Only with dealers)

Touch **SET PREFERRED DEALER** to set this dealer as your preferred dealer.

## NOTE

If a dealer that is already the Preferred Dealer is touched, **CURRENT PREFERRED DEALER** will be displayed.

### 5 Send to Car

Enables facility information to be sent as a destination to the vehicle's navigation system.

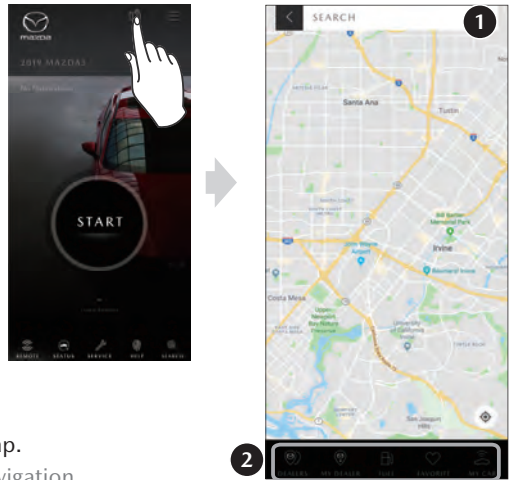
⇒3-5. Using Send to Car





# 3-10. Using the MyMazda APP MAP

Touch MAP on the Home screen to open the map screen.



## 1 Search Experience

Use this when searching a spot on the map.

⇒3-9. Using the MyMazda APP Main Navigation Menu/SEARCH

## 2 Shortcut Menu

- **DEALERS**  
Displays nearby dealers.
- **MY DEALER**  
Displays your Preferred Dealer.
- **FUEL**  
Displays a nearby gasoline station.
- **FAVORITE**  
Displays spots registered to your Favorites.  
⇒3-9. Using the MyMazda APP Main Navigation Menu/SEARCH/Favorite
- **MY CAR**  
Displays the vehicle location.  
⇒3-4. Using Vehicle Finder



## 4. Other Information

# 4-1. Troubleshooting

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Many inquiries are presented on the Web. For details, refer to the site.

<http://mazda.custhelp.com/>

Additionally, you can also check your MyMazda APP.

⇒3-8 Using the Menus of the MyMazda APP/SUPPORT



# 4-2. Ending Use of Connected Service

There are the following 3 methods to end use of Connected Service.

When cancelling Connected Service, always carry out one of the ending use operations.

Connected Service contract	
Vehicle information registration available for Connected Service	Customer information registration for Connected Service contract
Connected Service account registration	

Status of use of Connected Service

Unsubscribe Connected Service

### (1) Ending Use of Connected Service, But Continuing Use of Your Vehicle

Connected Service contract	
Vehicle information registration available for Connected Service	Customer information registration for Connected Service contract
Connected Service account registration	

You will still be able to use your vehicle as is even after ending use of Connected Service. Connected Service functions will no longer be available from the MyMazda APP, however, you will still be able to make reservations for having your vehicle serviced at your dealer, and get access to valuable information.

Delete vehicle

### (2) Parting With a Vehicle That Used Connected Service, But Planning to Use Another Mazda Vehicle

Connected Service contract	
Vehicle information registration available for Connected Service	Customer information registration for Connected Service contract
Connected Service account registration	

Deletes the vehicle registration information used by Connected Service. You will also be withdrawn from Connected Service automatically. Although only customer information remains in the system, if you are planning on using a Connected Service compliant Mazda vehicle afterwards, you can continue using the MyMazda APP by registering the vehicle.

Delete account

### (3) Parting With a Vehicle That Used Connected Service and Information From Mazda is Unnecessary

Connected Service contract	
Vehicle information registration available for Connected Service	Customer information registration for Connected Service contract
Connected Service account registration	

Deletes the account itself used by Connected Service. Doing this will delete all of your information from the system and you will be withdrawn from Connected Service automatically.

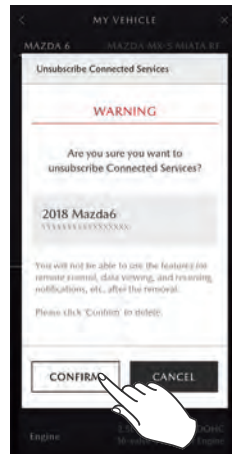
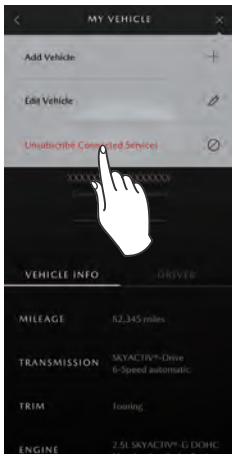
## NOTE

- By ending use of Connected Service, it will no longer be possible to use any of the services except Automatic 911 dialing. Functions that were previously available with Connected Service such as INBOX will no longer be available even at the MyMazda APP, and it will no longer be possible to view even past history.

## (1) Ending Use of Connected Service, But Continuing Use of Your Vehicle

You will be unable to use functions of Connected Service, such as Remote Control, but you will be able to use the vehicle as is. Perform the following operation on the MyMazda APP:

1. Touch MY VEHICLES on MYMAZDA from the MENU.
2. Touch Unsubscribe Connected Service from the Action Tab.
3. Read the WARNING carefully, and touch [CONFIRM] if you are sure you wish to unsubscribe.



## 4-2. Ending Use of Connected Service (Continued)

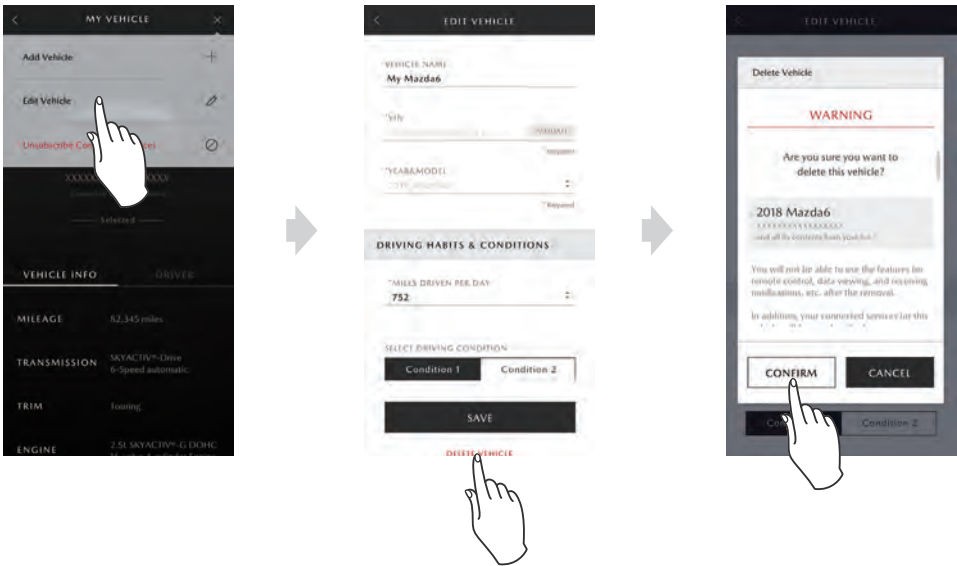
### (2) Parting With a Vehicle That Used Connected Service, But Planning to Use Another Mazda Vehicle

Withdraw from Connected Service and delete your vehicle information from the MyMazda APP.

If you have registered multiple vehicles or you are considering replacing your vehicle with another Mazda vehicle, you can continue to use the MyMazda APP.

1. Touch MY VEHICLES on MYMAZDA from the MENU.
2. Touch Edit Vehicle from the Action Tab.
3. Touch [DELETE VEHICLE].
4. Read the WARNING carefully, and touch [CONFIRM] if you are sure you wish to delete the vehicle.

By deleting the vehicle, you are withdrawn from Connected Service automatically.



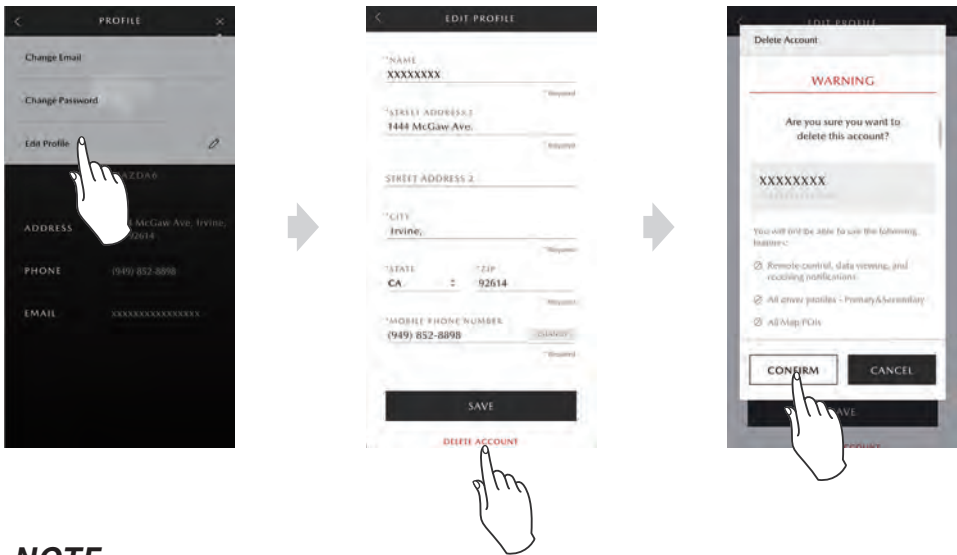
5. Initialize your personal information from the center display.  
⇒4-3 When Parting With Your Vehicle/Initializing Personal Initialization



### (3) Parting With a Vehicle That Used Connected Service and Information From Mazda is Unnecessary

Delete your user account that used the MyMazda APP.  
You will no longer be able to use the MyMazda APP.

1. Touch PROFILE from the MENU.
2. Touch Edit Profile from the Action Tab.
3. Touch [DELETE ACCOUNT].
4. Read the WARNING carefully, and touch [CONFIRM] if you are sure you wish to delete your account.  
By deleting your account, you are withdrawn from Connected Service automatically, and the vehicle registration information connected to your account is deleted.



#### NOTE

If you want to use Connected Service and the MyMazda APP again, you need to create a new user account.

5. Initialize your personal information from the center display.  
⇒4-3 When Parting With Your Vehicle/Initializing Personal Initialization

## 4-3. When Parting With Your Vehicle

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When parting with your vehicle, always do the following procedure to protect your important information.

### Canceling Subscription to Connected Service

Cancel your subscription to Connected Service from the MyMazda APP.

⇒ 4-2 Ending Use of Connected Service

### Initializing Personal Initialization

Initialize your personal information from the center display.

- 1.** Select [System Settings] from [Settings].
- 2.** Select [Restore All Factory Settings] from [System Settings].
- 3.** Select [Initialize] to start the initialization.  
When the initialization is completed, the center display relaunches.

#### **NOTE**

The read CD data and the Intelligent Drive Master (i-DM) score data are not deleted

## 4-4. Terms of Service

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Each of the terms of use and conditions, and the privacy statement can be viewed on the Web.  
For further details, refer to the site:

Terms and Conditions: <https://www.mazdausa.com/site/terms-of-useconnectedservices>

Privacy Statement: <https://www.mazdausa.com/site/privacy-connectedservices>

Additionally, you can check your MyMazda APP.

⇒3-8 Using the Menus of the MyMazda APP/SUPPORT

