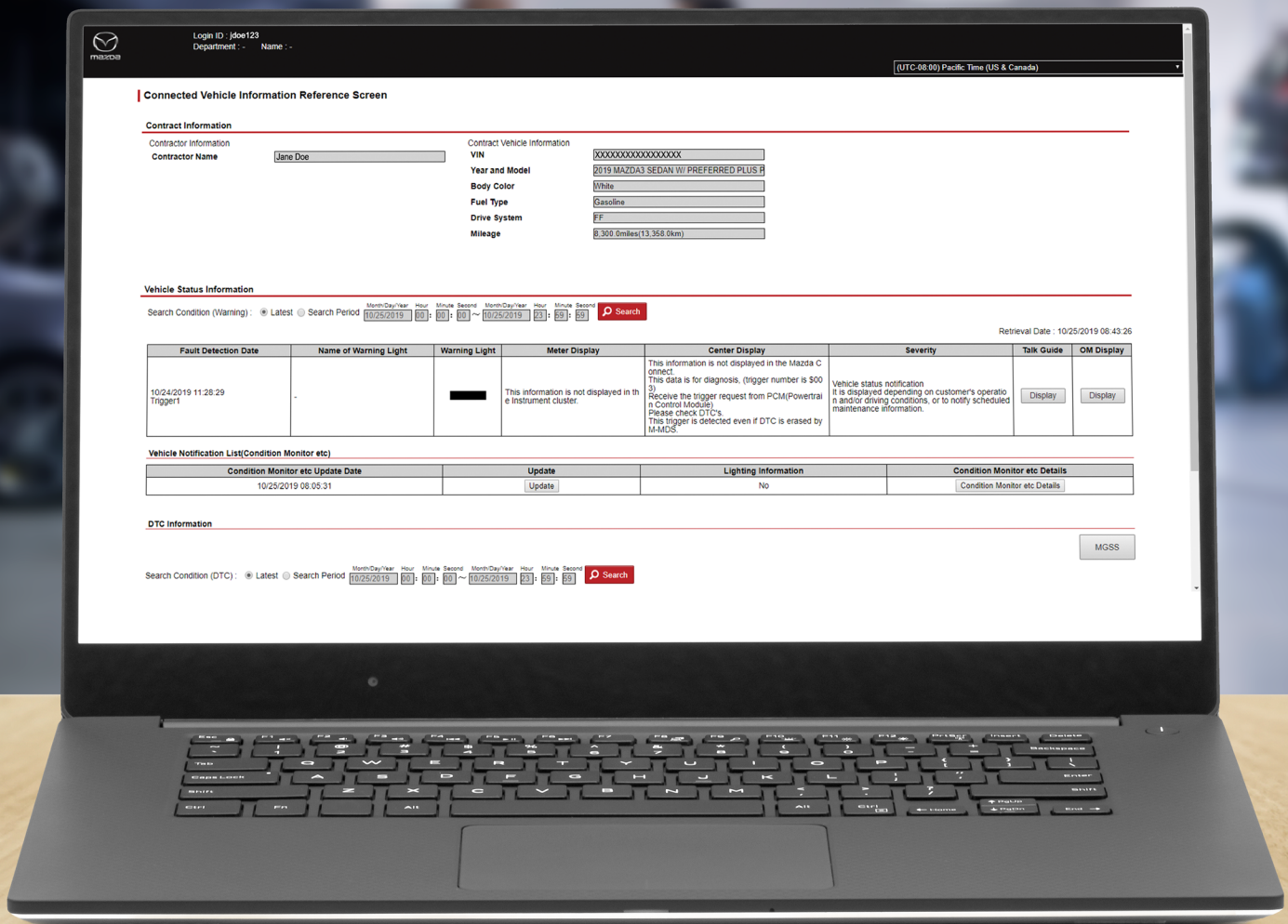




# MAZDA CONNECTED VEHICLE VIEWER (MCSV) USER GUIDE



The Mazda Connected Vehicle Viewer (MCSV) enhances the Mazda ownership experience by providing Mazda Service Advisors, Technicians and Call Center Associates access to real-time vehicle status information alerts for applicable Mazda connected vehicles.

This powerful tool allows you to proactively understand and diagnose customer concerns and resolve potential issues, demonstrating how well you know the customer's vehicle while establishing your readiness and willingness to assist.

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### USER GUIDE LEGEND



Applies to  
Service Advisors

SERVICE



Applies to  
Technicians

TECHNICIAN



Applies to Call  
Center Associates

CALL CENTER

## MAXIMIZING THE MAZDA OWNERSHIP EXPERIENCE

Mazda Connected Services enhances the Mazda ownership experience by allowing access to vehicle functions and information via the MyMazda app, providing:



### CONVENIENCE

- **Remote features:**
  - Engine on/off
  - Lights on/off
  - Door lock/unlock
- **Vehicle Status:**
  - Fuel/odometer
  - Tire pressure
- **Vehicle Finder**
- **Send to Car**
- **In-car Wi-Fi**



### PEACE OF MIND

- **Vehicle Health Report:**
  - Oil life remaining
  - Upcoming service
  - Malfunction alerts/notifications
  - Schedule service
- **Vehicle health/status notifications:**
  - Doors left unlocked
  - Hazard lights left on



### SAFETY

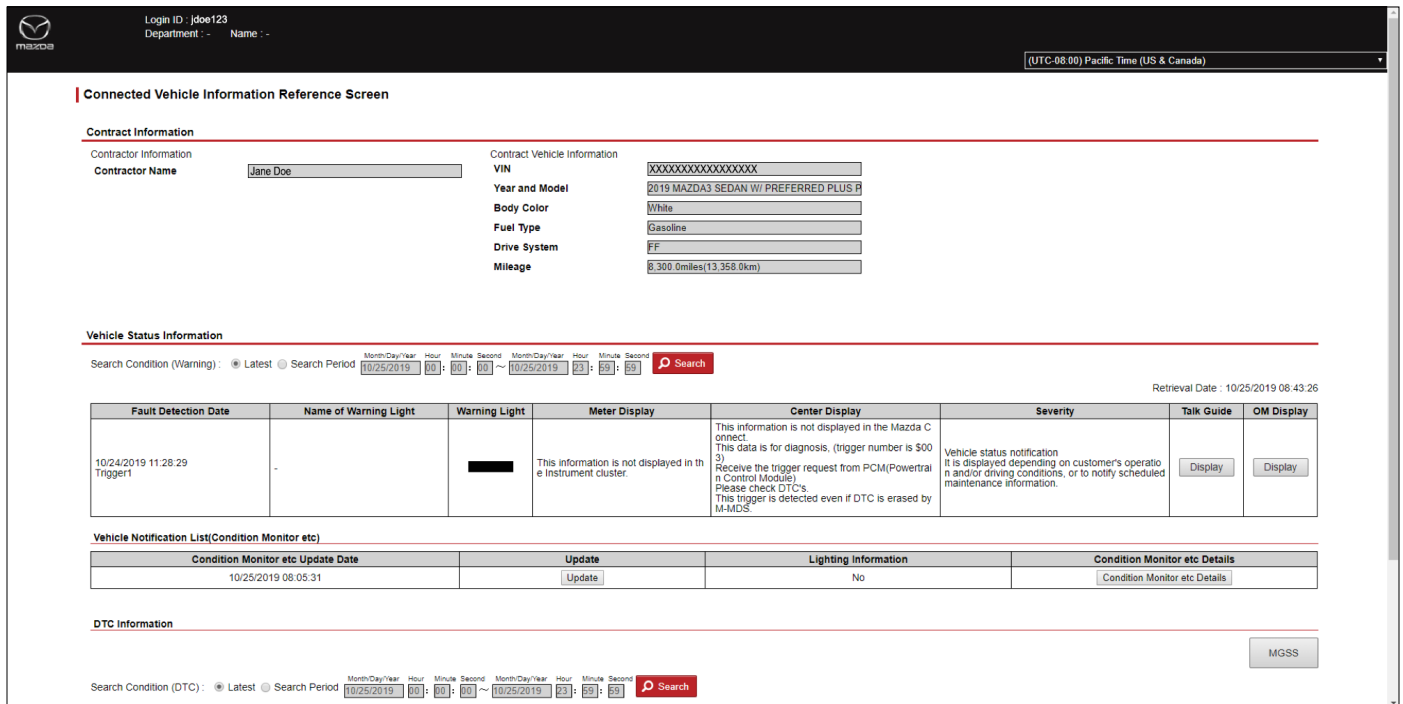
- **Automatic 911**
- **Mazda Roadside Assistance**



Mazda Connected Services launched on the 2020 Mazda CX-30. It is now available on the following models: 2020/2021 Mazda CX-30; 2019/2020/2021 Mazda3; 2021 Mazda CX-5; 2021 Mazda CX-9. Other models to feature Connected Services have yet to be announced. *Note: Connected Services features may differ slightly by carline.*

## WHAT IS THE MAZDA CONNECTED VEHICLE VIEWER?

Mazda connected vehicles communicate with MCVV to provide real-time vehicle status information and alerts to Mazda.\*



**Connected Vehicle Information Reference Screen**

**Contract Information**


Contractor Information  
 Contractor Name: Jane Doe

Contract Vehicle Information  
 VIN: XXXXXXXXXXXXXXXX  
 Year and Model: 2019 MAZDA3 SEDAN W/ PREFERRED PLUS P  
 Body Color: White  
 Fuel Type: Gasoline  
 Drive System: FF  
 Mileage: 8,300.0miles(13,358.0km)

**Vehicle Status Information**

Search Condition (Warning):  Latest  Search Period  
 10/25/2019 00:00 ~ 10/25/2019 23:59 Search

Retrieval Date: 10/25/2019 08:43:26

Fault Detection Date	Name of Warning Light	Warning Light	Meter Display	Center Display	Severity	Talk Guide	OM Display
10/24/2019 11:28:29 Trigger1	-		This information is not displayed in the instrument cluster.	This information is not displayed in the Mazda Connect. This data is for diagnosis. (trigger number is 5003) Receive the trigger request from PCM(Powertrain Control Module). Please check DTC's. This trigger is detected even if DTC is erased by M-MDS.	Vehicle status notification It is displayed depending on customer's operation and/or driving conditions, or to notify scheduled maintenance information.	<input type="button" value="Display"/>	<input type="button" value="Display"/>

**Vehicle Notification List(Condition Monitor etc)**

Condition Monitor etc Update Date	Update	Lighting Information	Condition Monitor etc Details
10/25/2019 08:05:31	<input type="button" value="Update"/>	No	<input type="button" value="Condition Monitor etc Details"/>

**DTC Information**

Search Condition (DTC):  Latest  Search Period  
 10/25/2019 00:00 ~ 10/25/2019 23:59 Search

\*Vehicle information is sent to the database when the ignition switch is turned off. The engine must have a run cycle before the ignition switch is turned off to transmit data.

## MCVV BENEFITS

MCVV makes it easy for Mazda Service Advisors and Call Center Associates to access information about a customer's vehicle, including:



Warning lights



Vehicle condition

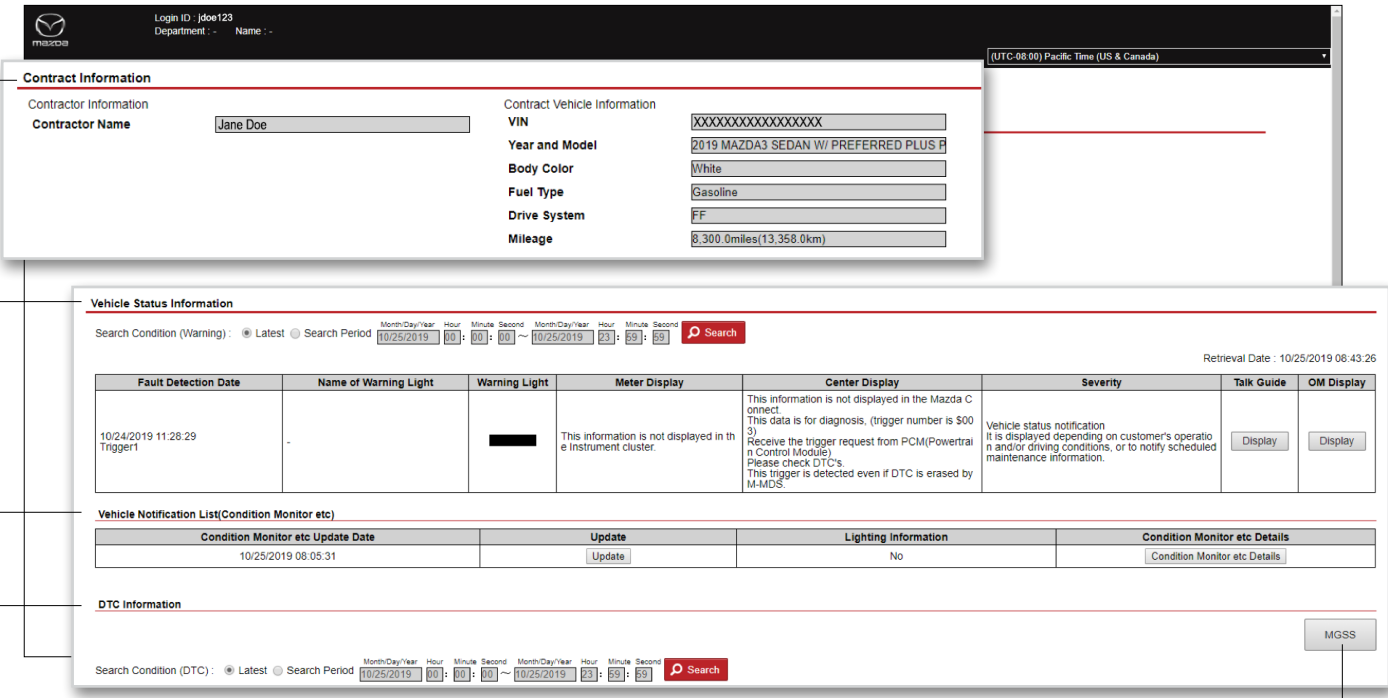


Previous status history

MCVV helps facilitate the discussion of concerns with customers. Just as importantly, it helps with troubleshooting and determining potential solutions to customer issues.

## MCVV AT A GLANCE

Here's an example of the detailed customer and vehicle information MCVV displays. The specifics are logically laid out, making for an intuitive, easy-to-use interface.



The screenshot shows the MCVV interface with five numbered callouts:

- 1** Contract Information: A form with fields for Contractor Name (Jane Doe), VIN (XXXXXXXXXXXXXXXXXX), Year and Model (2019 MAZDA3 SEDAN W/ PREFERRED PLUS P), Body Color (White), Fuel Type (Gasoline), Drive System (FF), and Mileage (8,300.0miles/13,358.0km).
- 2** Vehicle Status Information: A table with columns for Fault Detection Date, Name of Warning Light, Warning Light, Meter Display, Center Display, Severity, Talk Guide, and OM Display. It includes a search bar and a retrieval date of 10/25/2019 08:43:26.
- 3** Vehicle Notification List(Condition Monitor etc): A table with columns for Condition Monitor etc Update Date, Update, Lighting Information, and Condition Monitor etc Details. It includes an update button and a link for Condition Monitor etc Details.
- 4** DTC Information: A section with a search bar and a search button.
- 5** MGSS: A button labeled MGSS.

### 1 CONTRACT INFORMATION

See [page 13](#) for more information.

### 2 VEHICLE STATUS INFORMATION (FOR SERVICE ADVISORS AND CALL CENTER ASSOCIATES)

See [page 14](#) for more information.

### 3 VEHICLE NOTIFICATION LIST (FOR SERVICE ADVISORS AND CALL CENTER ASSOCIATES)

See [page 15](#) for more information.

### 4 DTC INFORMATION (FOR TECHNICIANS)\*

See [page 17](#) for more information.

### 5 MAZDA GLOBAL SERVICE SUPPORT (MGSS) (FOR TECHNICIANS)

See [page 18](#) for more information.

\*DTC information not available for certain carlines, including the 2021 Mazda CX-5 and CX-9.

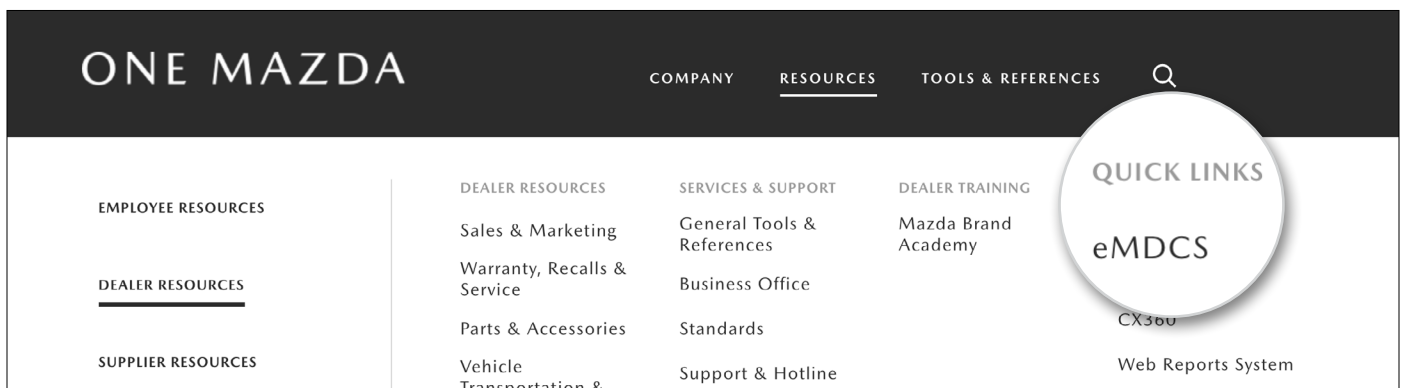


## A STRAIGHTFORWARD INTERFACE

For Service Advisors, following these simple steps is the easiest way to quickly access MCVV.

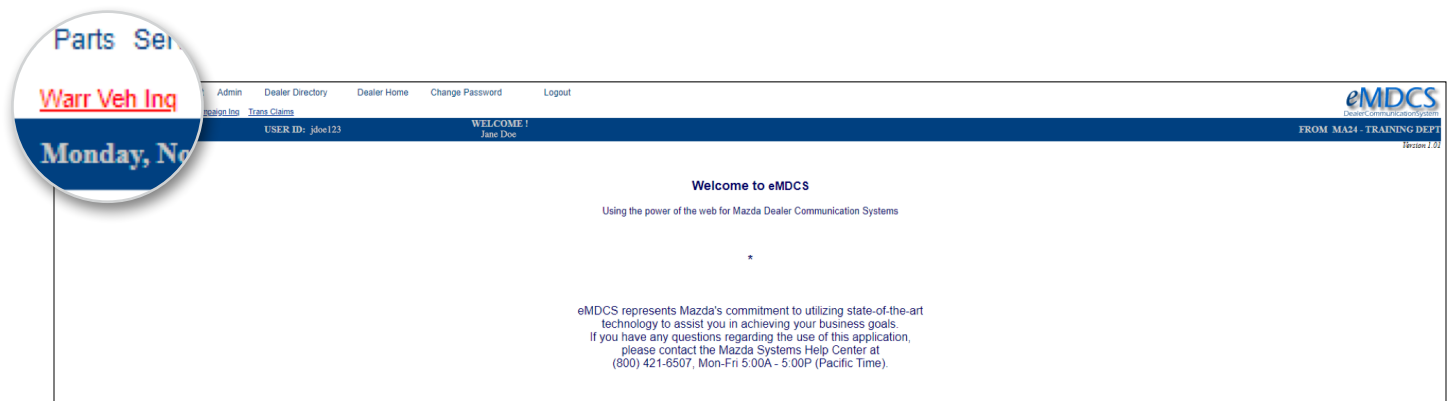
### 1 ACCESS ONE MAZDA

Log in to [One Mazda](#) and select the EMDCS button from the QUICK LINKS section.



### 2 ACCESS eMDCS

- Roll over the “Service” menu option
- Select “Warr Veh Inq” (Warranty Vehicle Inquiry) from the drop-down options



# GETTING STARTED (SERVICE ADVISORS)

## ACCESSING MCVV



### A STRAIGHTFORWARD INTERFACE

Next, input the vehicle information to pinpoint the Mazda in question.

#### 3 ENTER VIN

- On the “Warranty Vehicle Inquiry” screen, enter the VIN
- Select “Submit”

Monday, November 4, 2019 USER ID: jdoe123 WELCOME! Jane Doe FROM MA24 - TRAINING DEPT

**Warranty Vehicle Inquiry**

VEHICLE INQUIRY

XXXXXXXXXXXXXXXXXXXX

Submit

Print All Reports

Model Year Key Code Warranty Start Date

#### 4 FIND CONNECTED VEHICLE

In the “Warranty Term Information” section, select the “CV Viewer” link.

**Warranty Vehicle Inquiry**

VEHICLE DETAIL

VIN XXXXXXXXXXXXXXXXXXXX  
Model / Year M35 SE 2A / 2019  
Exterior Color 42M - DEEP CRYSTAL BLUE MICA  
Interior Color BY3 - BLACK  
Engine No XX XXXXXXXX  
Transmission T1 - 6-SPEED AUTO TRAN  
Emissions A - 50-STATE  
POE NC - PORT NATIONAL CITY  
Accessories FOL - PORTFOLIO  
AE1 - ALL STATE EMISSION  
1SE - SELECT PACKAGE

VIN Status X - XXX - XXX  
Country US - UNITED STATES OF AMERICA  
Retail Dealer XMA02 State  
Wholesale Dealer XMA02 State  
Engine EW - 2.5L SKYACTIV G  
Drive FRONT WHEEL DRIVE  
Key Code XXXXX  
IP NC - PORT NATIONAL CITY  
PDS - PRE-DELIVERY INSPECTION - LEAS  
Z99 - PACKAGE OPTION

Warranty Start Date 06-16-2019  
Retail Date 06-16-2019  
Demo Date  
Assembly Date 11-28-2018

Customer Name  
Address  
Email

Home Phone

WARRANTY TERM INFORMATION

	Months	ODO	End Date	End ODO		Months	ODO	End Date	End ODO
Basic	36	80000	06-15-2022	80000	OEM Battery	36	36000	06-15-2022	36000
Safety	60	60000	06-15-2024	60000	Replacement Parts	12	12000		
Perforation	60			Unlimited	Power Train	60	60000	06-15-2024	60000
Adjustments	12			12000	FED.Emissions	96	80000	06-15-2027	80000
CA.Emissions	84			70000					

NOTE: CA and/or PZEV Emission... registered in a state that has adopted CA and/or PZEV Emission for the vehicle's model year.  
...Term Inquiry for specific repair coverage.

[CV Viewer](#)

OTHER PROGRAMS APPLIED

RECALLS / SPECIAL SERVICE PROGRAMS

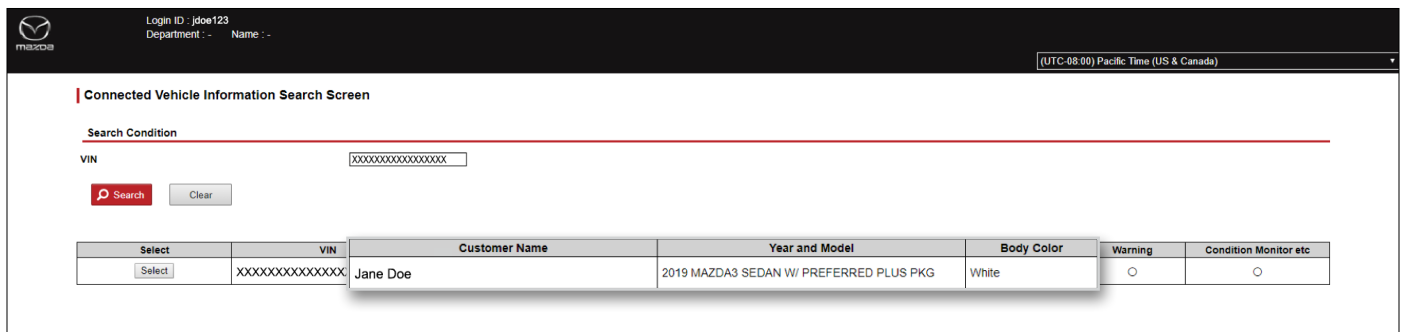


## A STRAIGHTFORWARD INTERFACE

Once the vehicle details are entered, the system will either display the relevant Mazda connected vehicle information or identify it as a non-connected vehicle.

### 5A REGISTERED VEHICLE

If a vehicle is registered for Connected Services, the Connected Vehicle Information Search Screen will show information on the customer and vehicle.



Connected Vehicle Information Search Screen

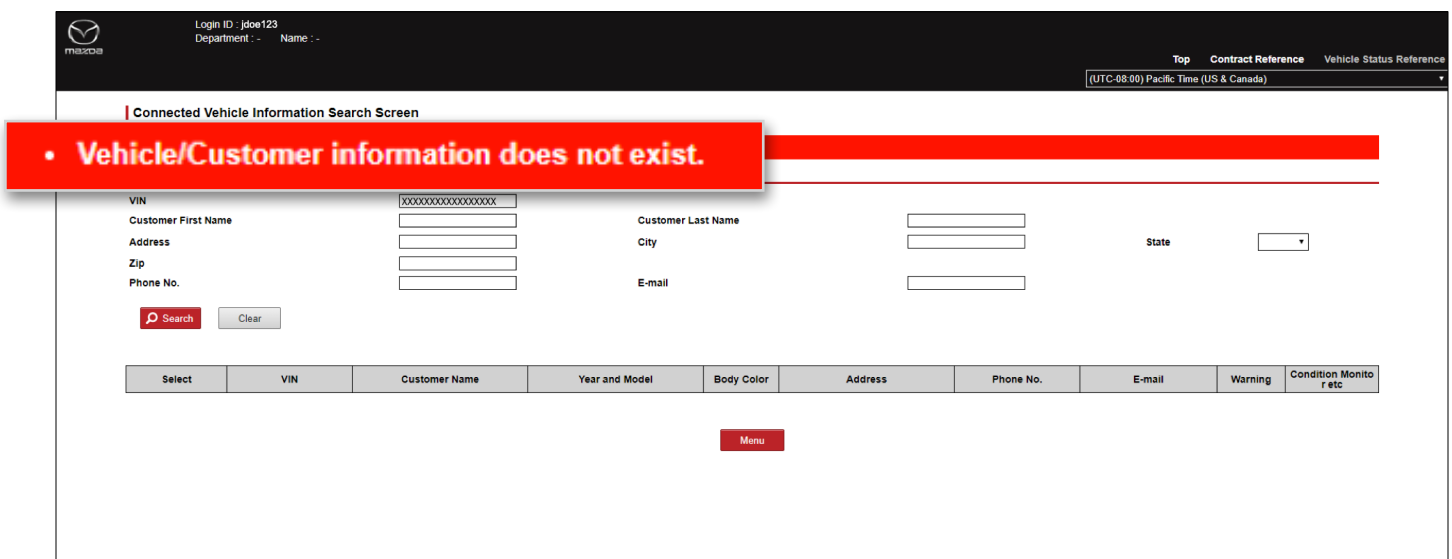
Search Condition

VIN

Select	VIN	Customer Name	Year and Model	Body Color	Warning	Condition Monitor etc
<input type="button" value="Select"/>	XXXXXXXXXXXXXXXXXX	Jane Doe	2019 MAZDA3 SEDAN W/ PREFERRED PLUS PKG	White	<input type="radio"/>	<input type="radio"/>

### 5B VEHICLE NOT REGISTERED

If a vehicle is not registered for Connected Services, a message will indicate that the information does not exist.



Connected Vehicle Information Search Screen

**• Vehicle/Customer information does not exist.**

VIN

Customer First Name

Address

Zip

Phone No.

Customer Last Name

City

E-mail

State

Select	VIN	Customer Name	Year and Model	Body Color	Address	Phone No.	E-mail	Warning	Condition Monitor etc
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## MAKING THE INFORMATION WORK FOR YOU

For Technicians, the path to MCVV is easy and direct.

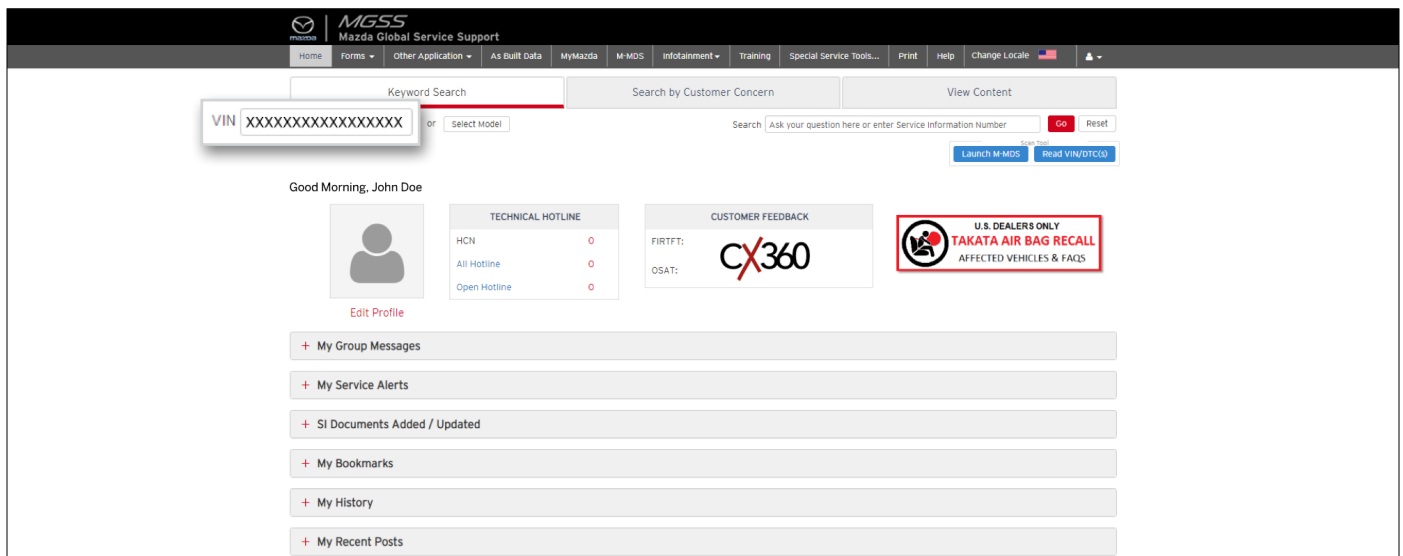
### 1 ACCESS ONE MAZDA

- Log in to One Mazda and search for "MGSS"
- Select "MGSS" (Mazda Global Service Support) link



### 2 ACCESS MGSS

Enter the VIN in the "VIN" box in the MGSS "Keyword Search" tab.



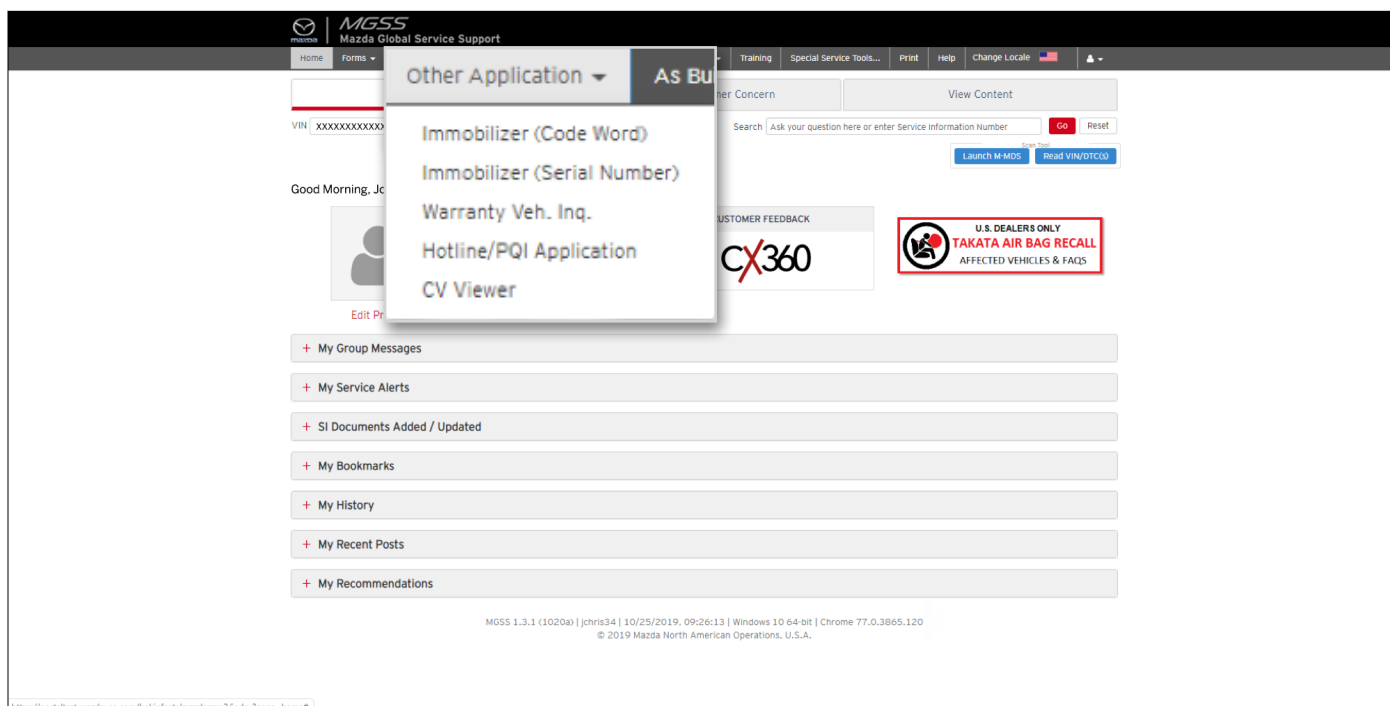


## MAKING THE INFORMATION WORK FOR YOU

Next, drill down through the menus to pinpoint the Mazda in question.

### 3 FIND CONNECTED VEHICLE

- Select “Other Application” menu from the banner along the top of the page
- Select “CV Viewer” from the drop-down options



The screenshot displays the MGSS (Mazda Global Service Support) web application. At the top, there is a navigation bar with the Mazda logo and 'MGSS Mazda Global Service Support'. Below this, there are several menu items: 'Home', 'Forms', 'Training', 'Special Service Tools...', 'Print', 'Help', and 'Change Locale'. A search bar is present with the text 'Search Ask your question here or enter Service Information Number' and buttons for 'Go' and 'Reset'. A 'Launch M-MDS' button and a 'Read VIN/OTCO' button are also visible. A 'CUSTOMER FEEDBACK' section with the 'CX360' logo is present. A prominent red warning box states 'U.S. DEALERS ONLY TAKATA AIR BAG RECALL AFFECTED VEHICLES & FAQS'. The main content area shows a list of user-related items: '+ My Group Messages', '+ My Service Alerts', '+ SI Documents Added / Updated', '+ My Bookmarks', '+ My History', '+ My Recent Posts', and '+ My Recommendations'. The footer contains technical information: 'MGSS 1.3.1 (1020a) | jchris34 | 10/25/2019, 09:26:13 | Windows 10 64-bit | Chrome 77.0.3865.120 © 2019 Mazda North American Operations, U.S.A.' and a URL: 'https://portaltest.mazdausa.com/hokimfoct/mazdagms3/index?page=home#'

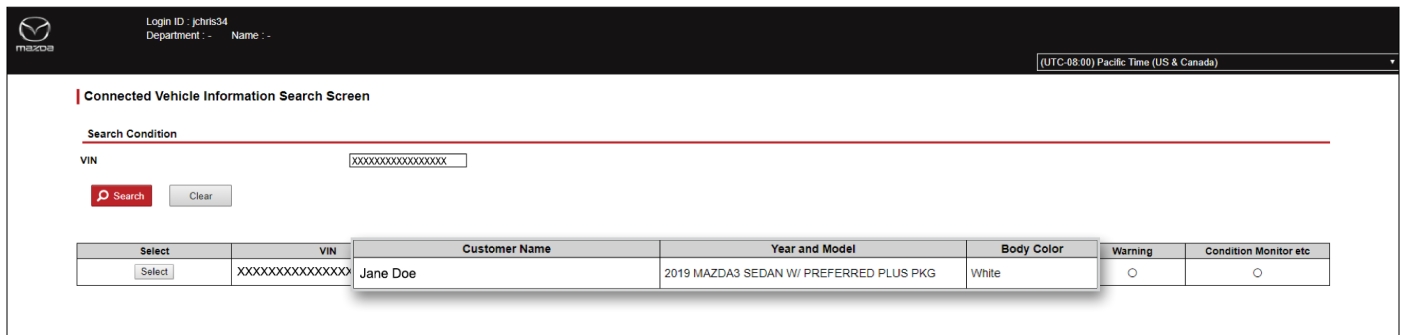


## MAKING THE INFORMATION WORK FOR YOU

Once the vehicle details are entered, the system will either display the relevant Mazda connected vehicle information or identify it as a non-connected vehicle.

### 4A REGISTERED VEHICLE

If a vehicle is registered for Connected Services, the Connected Vehicle Information Search Screen will show information on the customer and vehicle.

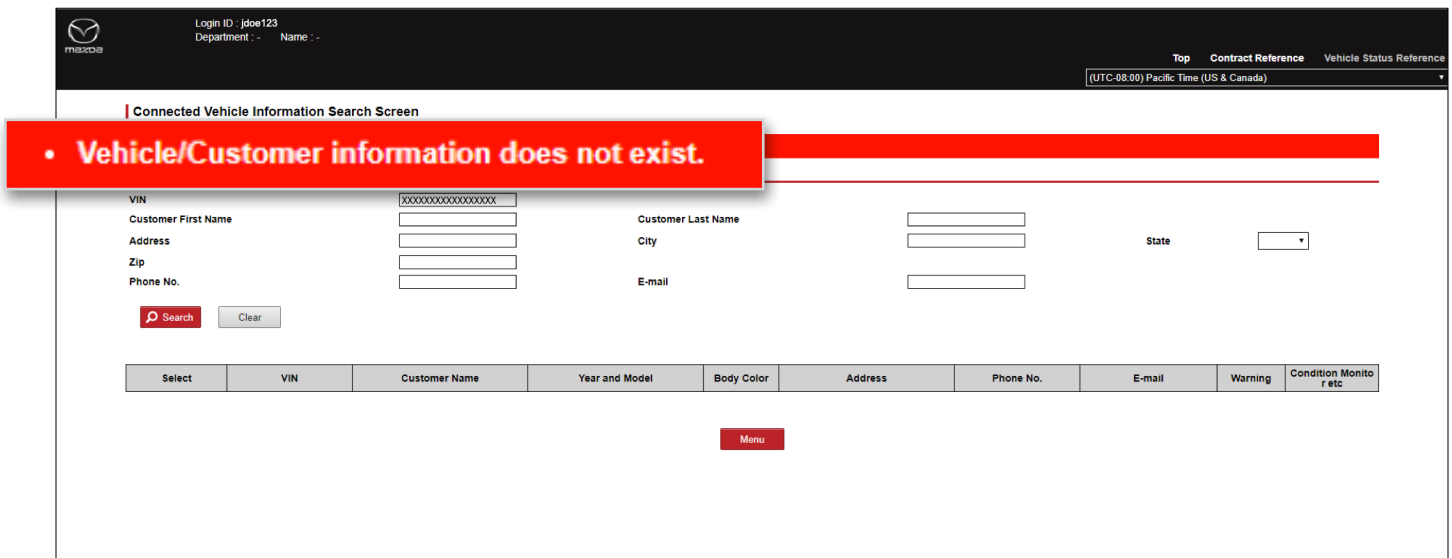


The screenshot shows the 'Connected Vehicle Information Search Screen' with a search condition entered. The search results table is as follows:

Select	VIN	Customer Name	Year and Model	Body Color	Warning	Condition Monitor etc
Select	XXXXXXXXXXXXXXXX	Jane Doe	2019 MAZDA3 SEDAN W/ PREFERRED PLUS PKG	White	<input type="radio"/>	<input type="radio"/>

### 4B VEHICLE NOT REGISTERED

If a vehicle is not registered for Connected Services, a message will indicate that the information does not exist.



The screenshot shows the 'Connected Vehicle Information Search Screen' with a red banner indicating that the information does not exist. The search form includes fields for VIN, Customer First Name, Address, Zip, Phone No., Customer Last Name, City, State, and E-mail. The search results table is empty.

**• Vehicle/Customer information does not exist.**

Select	VIN	Customer Name	Year and Model	Body Color	Address	Phone No.	E-mail	Warning	Condition Monitor etc
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# CONNECTED VEHICLE INFORMATION SEARCH SCREEN (SERVICE ADVISORS AND TECHNICIANS)



## AT-A-GLANCE CUSTOMER INFORMATION



For both Service Advisors and Technicians, the Connected Vehicle Information Search Screen displays quick reference on the customer, vehicle and status for vehicles registered for Connected Services.

Select	VIN	Customer Name	Year and Model	Body Color	Warning	Condition Monitor etc
Select	XXXXXXXXXXXXXXXXXX	John Doe	2019 MAZDA3 HATCHBACK W/ PREMIUM PKG AW	Gray	-	O

### 1 CUSTOMER INFORMATION SECTION

Provides information on the customer and their vehicle, including customer name, VIN, year and model, and body color.

### 2 WARNING AND CONDITION MONITOR SECTIONS

Review these sections for a preview of vehicle status:

- **Circle icon** – Indicates that there are one or more active warnings/concerns
- **Dash icon** – Indicates that there are no current warnings/concerns

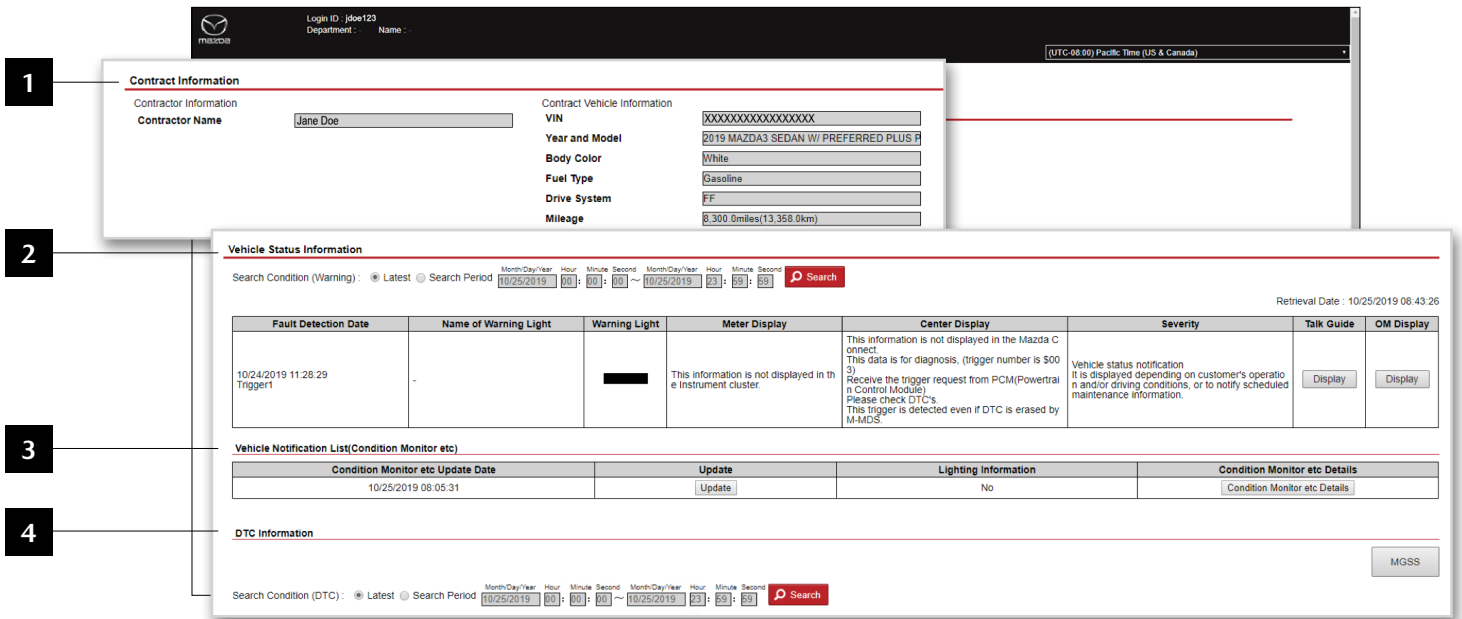
### 3 REFERENCE SCREEN LAUNCHER

Press the “Select” button to go to the Connected Vehicle Information Reference Screen. See page 13 for more information.



## A CENTRALIZED DATABASE


The Connected Vehicle Information Reference Screen provides all the tools you need to access critical vehicle information so you can work through concerns or issues with your Mazda customer.



The screenshot shows a web interface with a top navigation bar containing user login information (Login ID: jdoe123, Department, Name) and a time zone selector (UTC-06:00 Pacific Time (US & Canada)).

**1. Contract Information:** This section is divided into two columns. The left column contains 'Contractor Information' with a text input field for 'Contractor Name' containing 'Jane Doe'. The right column contains 'Contract Vehicle Information' with fields for VIN (XXXXXXXXXXXXXXXXXX), Year and Model (2019 MAZDA3 SEDAN W/ PREFERRED PLUS P), Body Color (White), Fuel Type (Gasoline), Drive System (FF), and Mileage (8,300 Miles/13,358.0km).

**2. Vehicle Status Information:** This section includes a search filter for 'Search Condition (Warning)' with radio buttons for 'Latest' and 'Search Period' (10/25/2019 00:00:00 to 10/25/2019 23:59:59) and a 'Search' button. Below the search is a table with the following data:

Fault Detection Date	Name of Warning Light	Warning Light	Meter Display	Center Display	Severity	Talk Guide	OM Display
10/24/2019 11:28:29 Trigger1			This information is not displayed in the instrument cluster.	This information is not displayed in the Mazda Connect. This data is for diagnosis, (trigger number is \$003). Receive the trigger request from PCM(Powertrain Control Module). Please check DTC's. This trigger is detected even if DTC is erased by M-MDS.	Vehicle status notification. It is displayed depending on customer's operation and/or driving conditions, or to notify scheduled maintenance information.	<input type="button" value="Display"/>	<input type="button" value="Display"/>

**3. Vehicle Notification List (Condition Monitor etc):** This section contains a table with the following data:

Condition Monitor etc Update Date	Update	Lighting Information	Condition Monitor etc Details
10/25/2019 08:05:31	<input type="button" value="Update"/>	No	<input type="button" value="Condition Monitor etc Details"/>

**4. DTC Information:** This section includes a search filter for 'Search Condition (DTC)' with radio buttons for 'Latest' and 'Search Period' (10/25/2019 00:00:00 to 10/25/2019 23:59:59) and a 'Search' button. At the bottom right of this section is a button labeled 'MGSS'.

### 1 CONTRACT INFORMATION

Provides information on the customer and their vehicle.

### 2 VEHICLE STATUS INFORMATION (FOR SERVICE ADVISORS AND CALL CENTER ASSOCIATES)

Provides information on the warning light(s) recently illuminated in a customer's connected vehicle. For each warning light shown, talking points and Owner's Manual information are provided to help discuss the concern with a customer. See page 14 for more information.

### 3 VEHICLE NOTIFICATION LIST (FOR SERVICE ADVISORS AND CALL CENTER ASSOCIATES)

Provides information on the vehicle's current condition (e.g., fuel level, tire pressure, etc.). Helps Service Advisors proactively prep for a customer's visit to the service drive and provide a higher level of customer service by understanding the current condition of the vehicle before it arrives. See page 15 for more information.

### 4 DTC INFORMATION (FOR TECHNICIANS)\*

Provides information on active Diagnostic Trouble Codes (DTCs). Selecting the "MGSS" button helps Technicians diagnose sensor or system control failures and saves time by automatically displaying the MGSS search results related to the active code(s). With the "MGSS" button, there is no need for Technicians to connect the M-MDS diagnostic tool to the vehicle if a DTC is shown. See page 17 for more information.

- Streamlines the process by removing an extra step, giving the Technician the DTC information they need immediately
- Vehicle does not need to be present to view an active DTC. If parts are needed to remedy the issue, a Technician could have parts on order before the vehicle arrives in the service drive

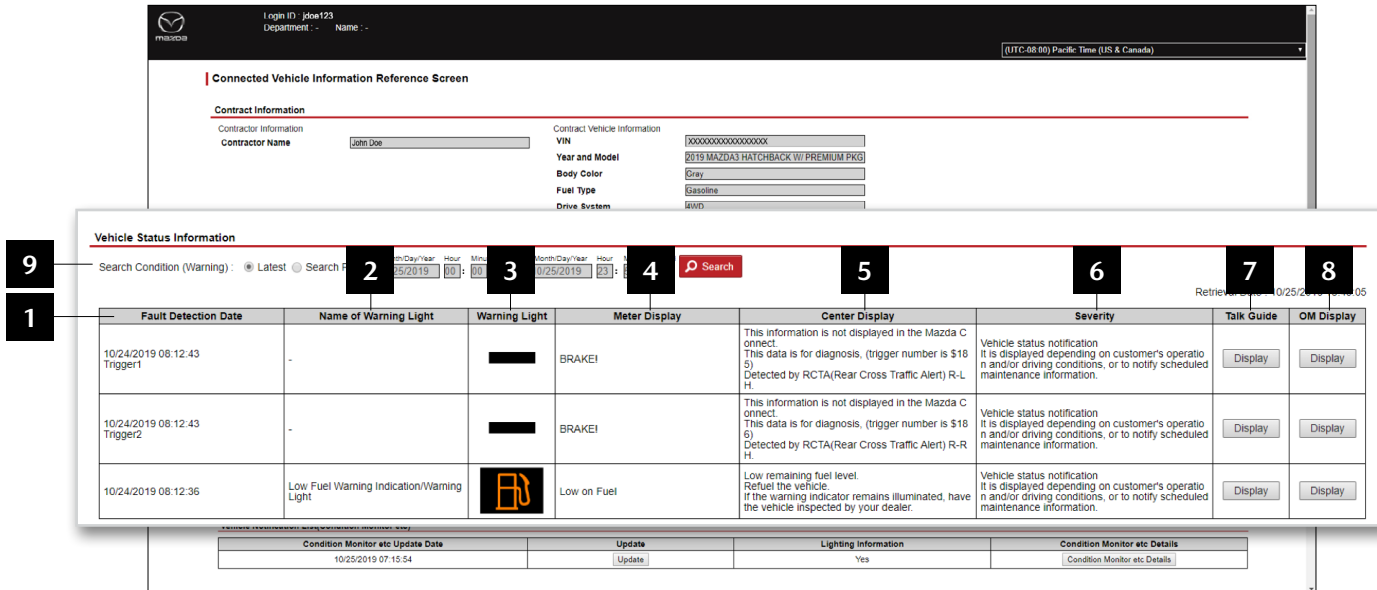
\*DTC information not available for certain carlines, including the 2021 Mazda CX-5 and CX-9.



## NARROWING THE FOCUS



Service Advisors and Call Center Associates can use the Vehicle Status Information portion of the Connected Vehicle Information Reference Screen to view key specifics regarding the connected Mazda's current issues.



**1** **FAULT DETECTION DATE**  
Pinpoints the exact time the MCVV system detected the fault code(s).

**2** **NAME OF WARNING LIGHT**  
Identifies the name of the warning light(s) the customer sees.

**3** **WARNING LIGHT**  
Displays the warning light icon(s) appearing for the customer.

**4** **METER DISPLAY**  
Specifies the actual warning text that appears within the instrument cluster.

**5** **CENTER DISPLAY**  
Indicates what is displayed on the Mazda Connect screen (if applicable).

**6** **SEVERITY**  
Denotes the severity of the issue(s) identified.

**7** **TALK GUIDE**

- Press the “Display” button to open the Talk Guide for the individual warning light in a separate window
- Talk Guide (as available) provides information to be able to discuss the concern(s) with a customer, answer questions or resolve the concern(s)

**8** **OM DISPLAY**

- Press the “Display” button to open the Digital Owner’s Manual for the vehicle in a separate window
- For quick reference, the OM will automatically display the content that applies to the warning light(s) or concern(s)

**9** **SEARCH CONDITION**

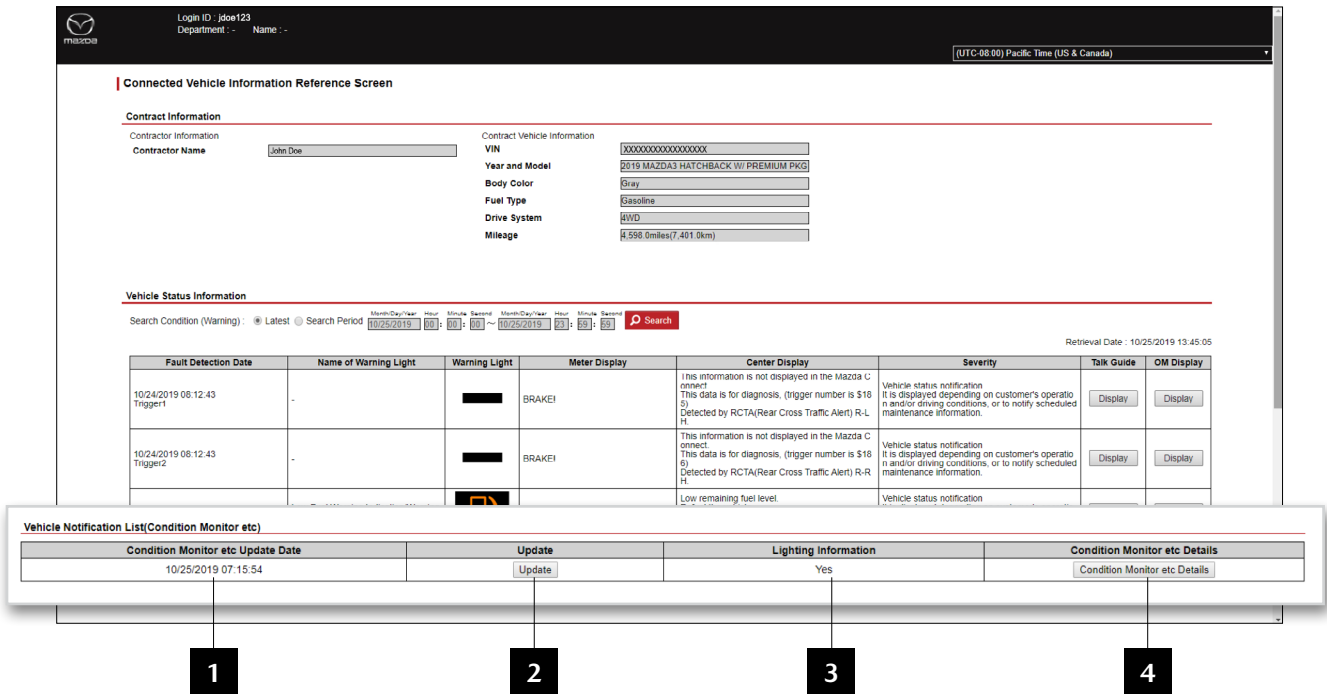
- **Latest** – View the latest warning(s)
- **Search Period** – View warning history



### AT YOUR FINGERTIPS



In addition to Vehicle Status Information, Service Advisors and Call Center Associates can use the Connected Vehicle Information Reference Screen's Vehicle Notification List to explore additional vehicle particulars.



Fault Detection Date	Name of Warning Light	Warning Light	Meter Display	Center Display	Severity	Talk Guide	OM Display
10/24/2019 08:12:43 Trigger1	-		BRAKE!	This information is not displayed in the MAZDA Connect. This data is for diagnosis, (trigger number is \$18 2). Detected by RCTA(Rear Cross Traffic Alert) R-L H.	Vehicle status notification It is displayed depending on customer's operation and/or driving conditions, or to notify scheduled maintenance information.	<input type="button" value="Display"/>	<input type="button" value="Display"/>
10/24/2019 08:12:43 Trigger2	-		BRAKE!	This information is not displayed in the Mazda Connect. This data is for diagnosis, (trigger number is \$18 5). Detected by RCTA(Rear Cross Traffic Alert) R-R H.	Vehicle status notification It is displayed depending on customer's operation and/or driving conditions, or to notify scheduled maintenance information.	<input type="button" value="Display"/>	<input type="button" value="Display"/>
				Low remaining fuel level.	Vehicle status notification		

Condition Monitor etc Update Date	Update	Lighting Information	Condition Monitor etc Details
10/25/2019 07:15:54	<input type="button" value="Update"/>	Yes	<input type="button" value="Condition Monitor etc Details"/>

#### 1 CONDITION MONITOR ETC UPDATE DATE

Shows the latest date that the vehicle's condition was updated in the system.

#### 2 UPDATE

Press the "Update" button to refresh the vehicle information shown, displaying the most current details.

#### 3 LIGHTING INFORMATION

Shows the status of the vehicle's warning light(s), listing a "Yes" to indicate activated warning light(s) or "No" in the absence of activated light(s). If "Yes" appears, press the "Condition Monitor etc Details" button for more information on the illuminated light(s) via the Condition Monitor etc Details Screen.

#### 4 CONDITION MONITOR ETC DETAILS

Press the "Condition Monitor etc Details" button to open the Condition Monitor etc Details Screen. See page 16 for more information.

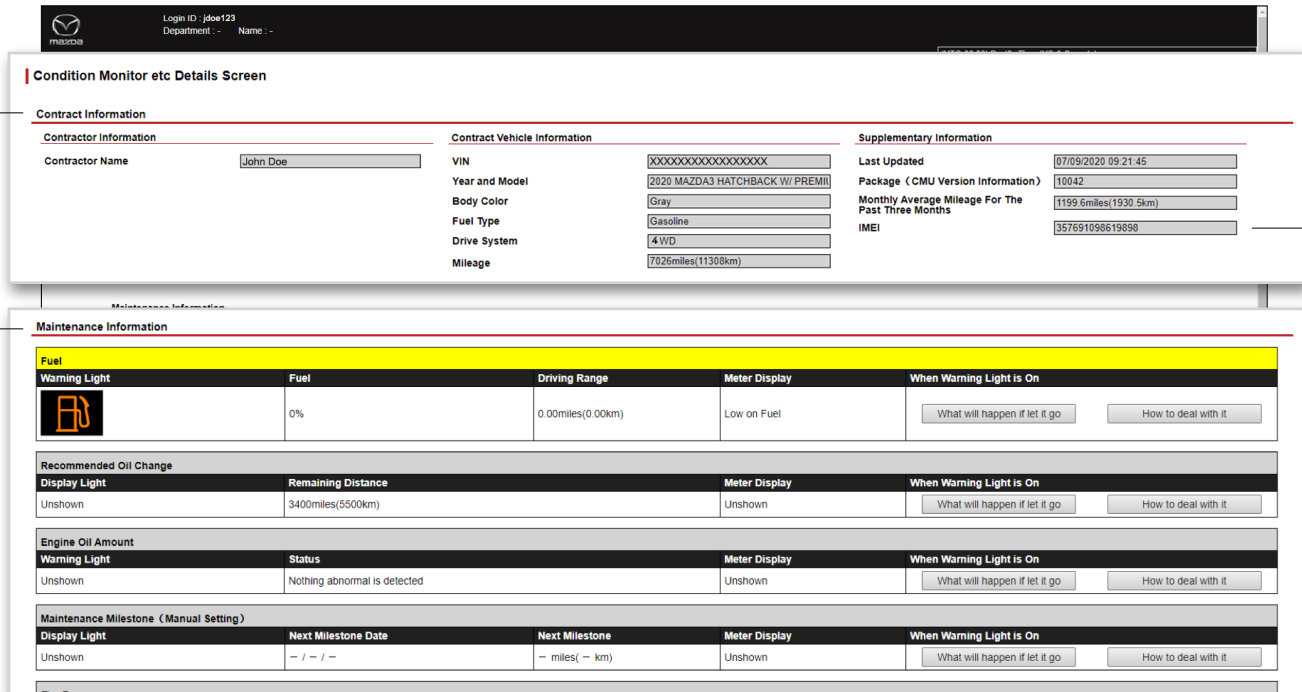


## A CLOSER LOOK



Upon opening the Condition Monitor etc Details Screen, Service Advisors and Call Center Associates are greeted with the finer details regarding the vehicle's current state.


*Note: Tire pressure information (psi) is not available on the Vehicle Health Report (VHR) for certain carlines, including the 2021 Mazda CX-5 and Mazda CX-9.*



**1** Contract Information

Contractor Information		Contract Vehicle Information		Supplementary Information	
Contractor Name	John Doe	VIN	XXXXXXXXXXXXXXXXXX	Last Updated	07/09/2020 09:21:45
		Year and Model	2020 MAZDA3 HATCHBACK W/ PREMIUM	Package (CMU Version Information)	10042
		Body Color	Gray	Monthly Average Mileage For The Past Three Months	1199.6miles(1930.5km)
		Fuel Type	Gasoline	IMEI	357691098619898
		Drive System	4WD		
		Mileage	7026miles(11308km)		

**2** Maintenance Information

Fuel				
Warning Light	Fuel	Driving Range	Meter Display	When Warning Light is On
	0%	0.00miles(0.00km)	Low on Fuel	<input type="button" value="What will happen if let it go"/> <input type="button" value="How to deal with it"/>

Recommended Oil Change				
Display Light	Remaining Distance	Meter Display	When Warning Light is On	
Unshown	3400miles(5500km)	Unshown	<input type="button" value="What will happen if let it go"/> <input type="button" value="How to deal with it"/>	

Engine Oil Amount				
Warning Light	Status	Meter Display	When Warning Light is On	
Unshown	Nothing abnormal is detected	Unshown	<input type="button" value="What will happen if let it go"/> <input type="button" value="How to deal with it"/>	

Maintenance Milestone (Manual Setting)				
Display Light	Next Milestone Date	Next Milestone	Meter Display	When Warning Light is On
Unshown	- / - / -	- miles( - km)	Unshown	<input type="button" value="What will happen if let it go"/> <input type="button" value="How to deal with it"/>

**3**

### 1 CONTRACT INFORMATION

Provides information on the customer and their vehicle, including year, model and current mileage.

### 2 MAINTENANCE INFORMATION

Offers a snapshot of a variety of maintenance items (e.g., fuel level, recommended oil change, engine oil amount, etc.) and whether any abnormal status is detected.

- “Unshown” indicates that the warning or display light is not currently illuminated
- When a warning or display light is on, it will be indicated by a yellow bar at the top of the affected item
- Pressing the buttons in the “When Warning Light is On” section will open the relevant section of the Digital Owner’s Manual in a separate window

### 3 IMEI OR INTERNATIONAL MOBILE EQUIPMENT IDENTITY

IMEI is the unique ID of the Telematics Communication (TCU) for in-car Wi-Fi access. Each TCU has a unique IMEI number. If a TCU is replaced, the new TCU will have a different IMEI number.

The in-car Wi-Fi service provider will require the IMEI if the customer decides to sign up for service by directly visiting the service provider's website rather than being redirected to the free trial page via the vehicle's Wi-Fi connection. In that case, dealers must provide the IMEI to customers.



## PINPOINTING THE PROBLEM

The DTC Information section of the Connected Vehicle Information Reference Screen provides Technicians with an at-a-glance overview of the Mazda connected vehicle's issue.

*Note: DTC information is not available for certain carlines, including the 2021 Mazda CX-5 and Mazda CX-9.*

**Vehicle Status Information**

Year and Model: 2019 MAZDA3 SEDAN WITH SFI F1CT PACKAGE  
 Body Color: Blue  
 Fuel Type: Gasoline  
 Drive System: FF  
 Mileage: 2,654.0miles(4,272.0km)

**Vehicle Status Information**

Search Condition (Warning): Latest Search Period 10/25/2019 00:00 ~ 10/25/2019 23:59 Search

Fault Detection Date	Name of Warning Light	Warning Light	Meter Display	Center Display	Severity	Talk Guide	OM Display
10/25/2019 11:43:49 Trigger1	Exterior Light Warning Indication/Warning Light		Auto Light System Malfunction. Turn On/Off Lights Manually	Automatic light control malfunction. Lights cannot be operated automatically. Have the vehicle inspected by your dealer.	Driving is possible, but 'Safety support function' is limited. Early repair is necessary. The following function and/or operation may be limited. - Advanced safety and driver support systems - Unrelated to 'driving, turning, and braking' function	Display	Display

**Vehicle Notification List(Condition Monitor etc)**

Condition Monitor etc Update Date	Update	Lighting Information	Condition Monitor etc Details
10/25/2019 12:05:20	Update	No	Condition Monitor etc Details

**DTC Information**

Search Condition (DTC): Latest Search Period 10/11/2019 00:00 ~ 10/25/2019 23:59 Search

Received Time	Detection Time	DTC	Module	Description of DTC Code	Diagnosis
10/25/2019 11:45:16	10/25/2019 11:43:52	B10AD:09	BCM(BODY CONTROL MODULE)	Humidity sensor/solar radiation sensor/auto light sensor/rain sensor malfunction	Please diagnose according to the instructions on MGSS.

### 1 RECEIVED TIME

Shows the precise moment the system received notification of the issue(s).

### 2 DETECTION TIME

Indicates the exact time that the vehicle threw a Diagnostic Trouble Code (DTC).

### 3 DTC

Specifies the alphanumeric code(s) to help the Technician home in on the issue(s).

### 4 MODULE

Identifies the specific control module (e.g., body control module, vehicle control module, etc.), sensor, or system the DTC relates to.

### 5 DESCRIPTION OF DTC CODE

Spells out the problem that the DTC has identified.

### 6 DIAGNOSIS

Outlines the specific action(s) that should be taken to correct the issue.

### 7 SEARCH CONDITION

Track the specific condition (DTC) by:

- **Latest** – View only the latest DTC(s)
- **Search Period** – View code history

### 8 MGSS BUTTON

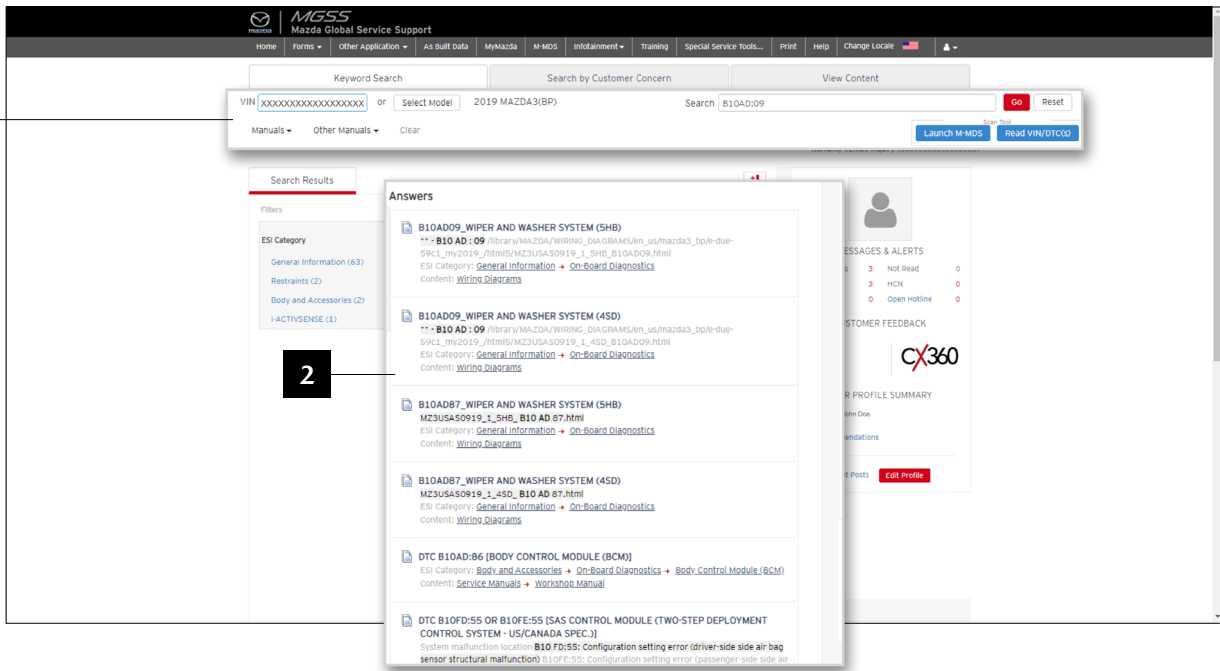
Press the "MGSS" button to open MGSS in a new window. See page 18 for more information.



## FINDING THE SOLUTION

After opening the MGSS in a new window, Technicians can see VIN and DTC-specific search results in MGSS and follow links to the solution.

*Note: DTC information is not available for certain carlines, including the 2021 Mazda CX-5 and Mazda CX-9.*



The screenshot shows the MGSS interface with a search bar at the top. The search bar contains the VIN 'XXXXXXXXXXXXXXXXXX' and the DTC 'B10AD:09'. The search results are displayed in a list under the 'Answers' section. A callout box highlights the search field (1) and the search results list (2).

**1** Keyword Search: VIN XXXXXXXXXXXXXXXXXXXX or Select Model 2019 MAZDA3(BP) Search B10AD:09

**2** Search Results

**Answers**

- B10AD09\_WIPER AND WASHER SYSTEM (5HB)  
\*\* B10 AD : 09 /library/MAZDA/WIRING\_DIAGRAMS/en\_us/mazda3\_bp/le-due-5961\_my2019\_/html5/MZ3USA50919\_1\_5HB\_B10AD09.html  
ESI Category: General Information → On-Board Diagnostics  
Content: Wiring Diagrams
- B10AD09\_WIPER AND WASHER SYSTEM (4SD)  
\*\* B10 AD : 09 /library/MAZDA/WIRING\_DIAGRAMS/en\_us/mazda3\_bp/le-due-5961\_my2019\_/html5/MZ3USA50919\_1\_4SD\_B10AD09.html  
ESI Category: General Information → On-Board Diagnostics  
Content: Wiring Diagrams
- B10AD87\_WIPER AND WASHER SYSTEM (5HB)  
MZ3USA50919\_1\_5HB\_B10 AD 87.html  
ESI Category: General Information → On-Board Diagnostics  
Content: Wiring Diagrams
- B10AD87\_WIPER AND WASHER SYSTEM (4SD)  
MZ3USA50919\_1\_4SD\_B10 AD 87.html  
ESI Category: General Information → On-Board Diagnostics  
Content: Wiring Diagrams
- DTC B10AD:86 (BODY CONTROL MODULE (BCM))  
ESI Category: Body and Accessories → On-Board Diagnostics → Body Control Module (BCM)  
Content: Service Manuals → Workshop Manual
- DTC B10FD:55 OR B10FE:55 (SAS CONTROL MODULE (TWO-STEP DEPLOYMENT CONTROL SYSTEM - US/CANADA SPEC.))  
System malfunction location B10 FD:55: Configuration setting error (driver-side side air bag sensor structural malfunction) B10 FE:55: Configuration setting error (passenger-side side air

### 1 INFO AUTO-POPULATE

MGSS automatically populates the VIN and DTC from MCVV. If more than one code is active, multiple DTCs will appear in both the search field and search results.

### 2 ANSWERS

In the "Answers" section, troubleshooting information will also be automatically provided for the DTC(s) given. Select any of the answers listed to navigate directly to troubleshooting guides for the given DTC(s).