

MYMAZDA APP AND CONNECTED SERVICES



QUICKSTART GUIDE

Version 1, March 2021



MYMAZDA APP

The MyMazda app makes your Mazda ownership experience simpler and more convenient than ever.

For all Mazda owners, the app allows you to:

- Register your Mazda vehicle(s) to view maintenance schedule and service history
- Locate nearby Mazda dealers for your convenience
- Download owner's manuals
- Learn about the latest Mazda technology and developments
- Request Mazda Roadside Assistance
- Stay up to date with recalls

The MyMazda app is available for both iPhone and Android and downloaded via the App Store or Google Play. (Requires Android 8.0 or higher. iOS 12.0 or higher).



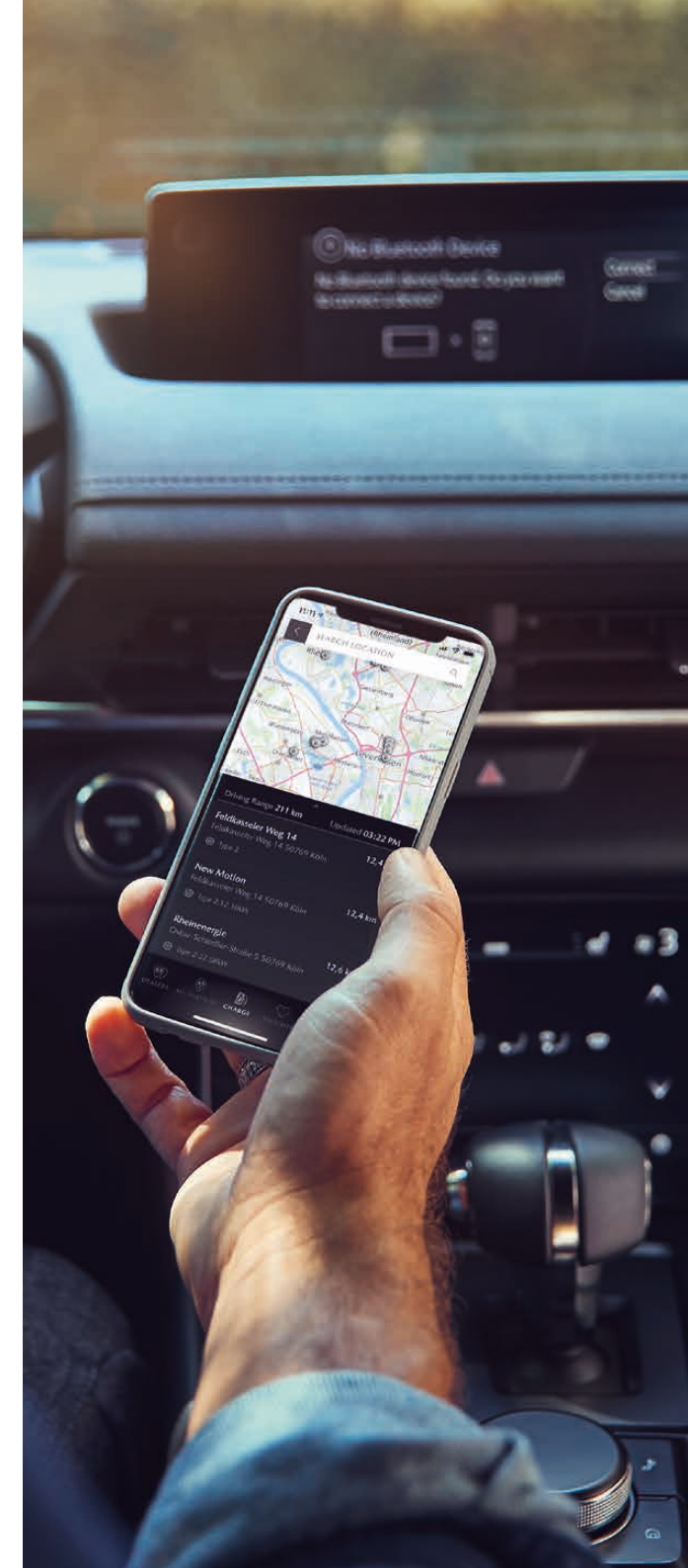
CONNECTED SERVICES

Owners of connected vehicles will also have access to Connected Services. These are currently available for **all-new Mazda MX-30 and 2021 Mazda CX-5** models only and are activated through the MyMazda app, which will take your Mazda experience to the next level.

Connected Services include the following features;

- Remote charging (MX-30 only)
- Remote climate control (MX-30 only)
- Remote door locking
- Monitor vehicle health
- Receive vehicle status alerts
- Easily find your vehicle remotely
- Send points of interest direct to your in-car navigation system
- Automatically receive over-the-air updates for your in-car Mazda Connect system

Connected Services is a subscription service and requires a compatible mobile device to download and sign-up to the MyMazda App. A 3-year complimentary period is included and commences from the date of first registration of the vehicle.



MYMAZDA APP: DOWNLOAD AND GUEST MODE

When using the app for the first time you must select your country and language. Only vehicles registered in the selected country will be able to be added to the MyMazda app.

There is a Guest Mode within the app that allows users to view and experience most features of the app without the need to sign-up or add a vehicle.

SIGNING UP FOR A MYMAZDA ACCOUNT

To use the MyMazda app requires registering for a MyMazda account, as well as agreeing to the Terms and Conditions and Privacy Policy within the app.

To sign up to the app, follow the on-screen procedure which includes the following;

- Click REGISTER
- Enter your email address
- Verify email address with code sent via email
- Enter your mobile phone number
- Verify phone number with code sent via SMS
- Enter your personal information and set up a password

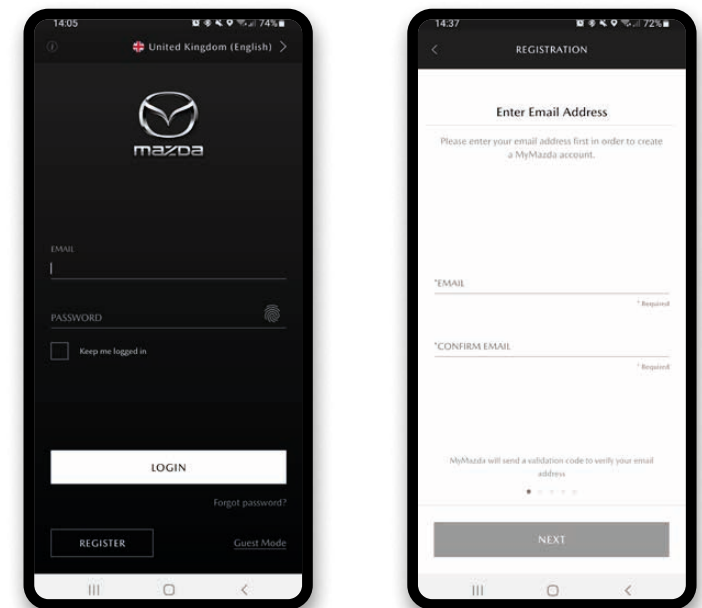
If you are an existing Mazda owner and your vehicle is registered with Mazda using the same contact details, then your vehicle(s) will automatically be added to the app.

Passwords must be 6 to 16 characters and include at least letters and numbers;

Letters: A to Z and a to z

Numbers: 0 to 9

Symbols: @ * \$. ! %



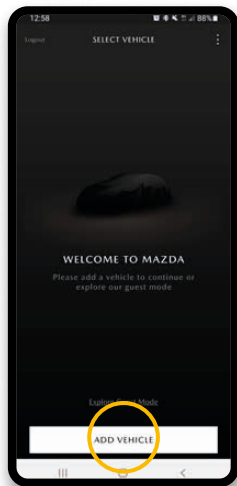
All personal information can be changed/updated within the Profile section of the app.

Email address cannot be changed, this requires a new account set-up.

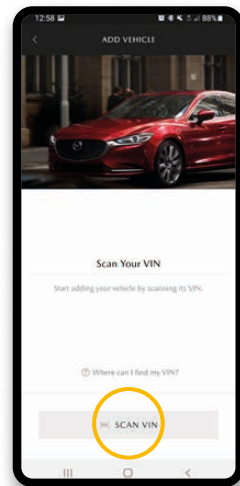
MYMAZDA APP: ADDING A VEHICLE

To add your vehicle(s) to the MyMazda app, all that is required is your vehicle's VIN (Vehicle Identification Number). This can be found in the following locations;

- At the bottom of your vehicle's windscreen
- Under the driver's side floor mat
- On a sticker on the driver's door shut
- On your vehicle registration document (V5C)
- On any documentation supplied by your Mazda dealer, e.g. invoice, finance agreement



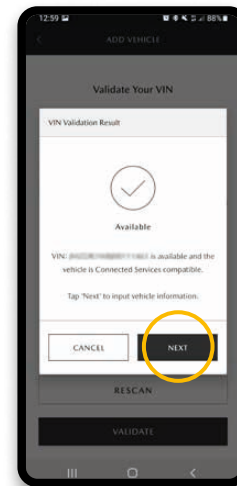
1. Open the MyMazda app
2. Click **ADD VEHICLE**



3. Click **SCAN VIN** You will then be able to use your camera to scan the VIN. If you'd rather type it in then, press the X at the top left.



4. Click **VALIDATE** to confirm your VIN



5. Once the VIN is confirmed, click **NEXT**



6. Enter a name for your vehicle if required and then **SUBMIT**



- If you own more than one vehicle, then Click **ADD VEHICLE** to add another VIN

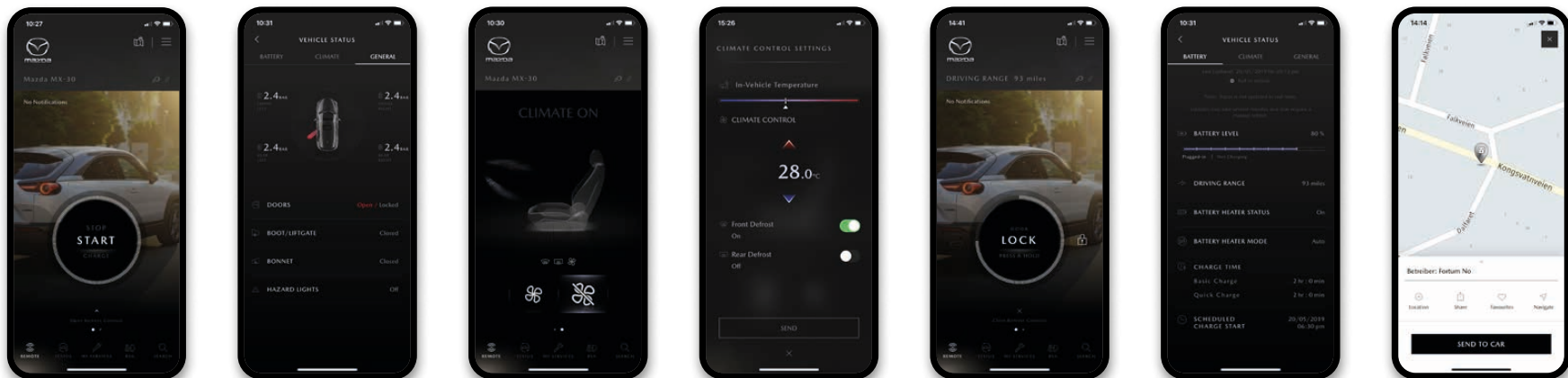


MYMAZDA APP: FEATURES BY VEHICLE

Once you have added your vehicle, you will be able to see vehicle information in the MyMazda app and start to experience the features of the app. Certain features are only available for certain models and some require enrolling the vehicle for Connected Services.

STANDARD FEATURES (AVAILABLE FOR ALL MAZDA MODELS)

- View vehicle information including service history
- View maintenance schedule
- Contact a dealer for service
- Download owner's manuals
- Locate nearby Mazda dealers
- Request Mazda Roadside Assistance
- Stay up to date with recall and service reminders
- Quick links to the most popular Mazda webpages



CONNECTED VEHICLE FEATURES

(AVAILABLE FOR 2021 MAZDA CX-5 AND ALL-NEW MAZDA MX-30 ONLY)

2021 Mazda CX-5 and all-new Mazda MX-30 are connected vehicles. This means that they can share vehicle information with the MyMazda app via Connected Services and this allows for several additional features unique to connected vehicles that further enhances the connection between you and your Mazda.

- Remote controls:
 - Remote door locking from within the app for added peace of mind
 - Remote vehicle locator to locate your vehicle even in a crowded car park
 - Plan your journeys by sending your destination directly to your vehicle navigation
- Receive security alerts, for example activation of your vehicle's alarm
- Receive vehicle status alerts if vehicle is left unlocked
- View vehicle health report information such as tyre pressure or oil status
- Automatic over-the-air software updates for your vehicle's Mazda Connect system



CONNECTED ELECTRIC VEHICLE FEATURES

(AVAILABLE FOR ALL-NEW MAZDA MX-30 ONLY)

In addition to the connected vehicle features listed to the left, all-new Mazda MX-30 has additional features unique to our first all-electric vehicle.

- Remote controls:
 - Remote charging control to stop or start vehicle charging
 - Remote control of the climate control to pre-heat or cool the vehicle
 - Remote control of the front and rear defrost (including heated rear screen, heated door mirrors, and wiper de-icer where fitted)
- Locate nearby charging stations and send the destination directly to your vehicle navigation
- Receive vehicle status alerts if the boot or doors are left open or if hazard lights are left on
- View real-time vehicle status such as tyre pressures, battery level, and remaining range

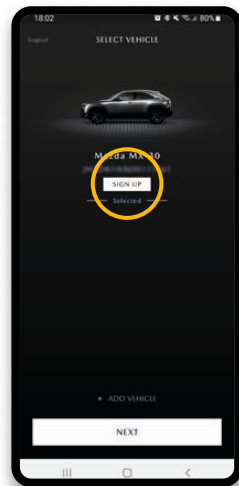


MYMAZDA APP: ACTIVATING CONNECTED SERVICES

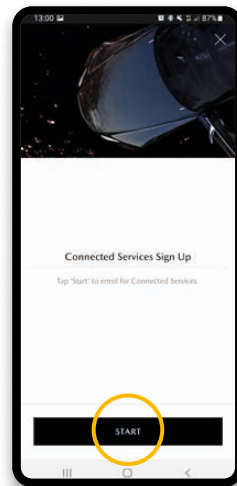
Once you have added your vehicle, if it is compatible with Connected Services you will be informed that you are able to enrol for these additional features.

Connected Services is a subscription service. A 3-year complimentary period is included and commences from the date of first registration of the vehicle.

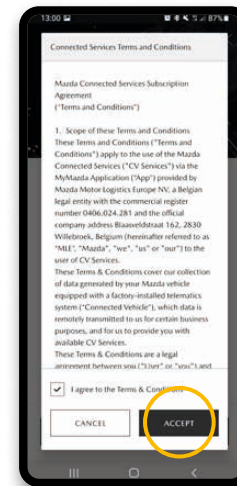
If you choose not to enrol for Connected services, then you will be unable to benefit from some of the safety and security features included, such as the ability for your local Mazda dealer to remotely diagnose any faults in the event of a malfunction, or the ability to locate your vehicle or receive a notification in the event of an attempted break-in or theft of the vehicle. You will also not be able to benefit from over-the-air software updates for your Mazda Connect system.



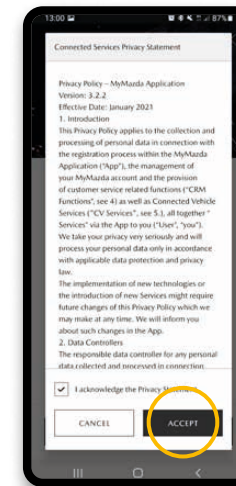
1. Open the MyMazda app
2. Click **SIGN UP** on the vehicle you would like to enrol



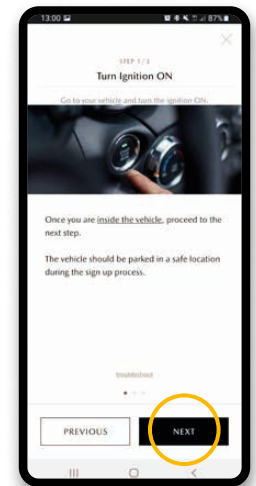
3. Click **START**



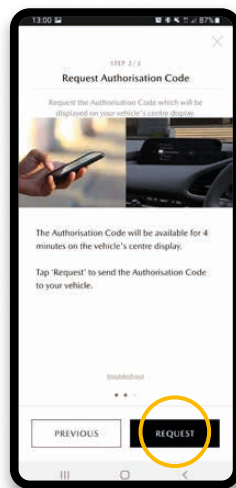
4. Click to agree to the Terms and Conditions and click **ACCEPT**



5. Click to agree to the Privacy Policy and click **ACCEPT**



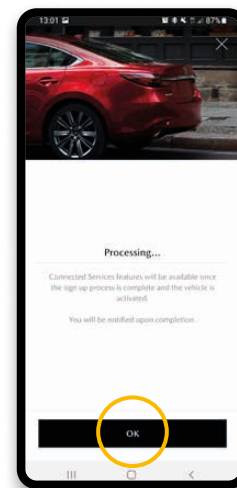
6. Whilst sitting in the vehicle, turn the vehicle ignition on, then click **NEXT**



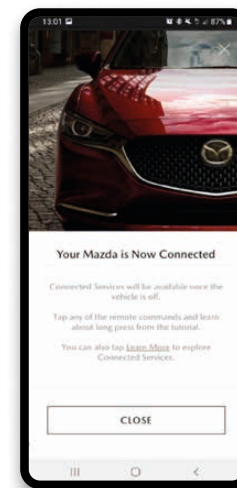
7.
Once the vehicle is on, click **REQUEST** to generate a pairing code



8.
The code will be displayed on your vehicle's Mazda Connect screen. Enter this into the boxes in the MyMazda app and click **SUBMIT**



9.
You will see the processing screen signalling that the vehicle is being enrolled. Click **OK**



10.
Once the process is complete you will receive a notification and your vehicle is now connected.

MYMAZDA APP: CONNECTED SERVICE REMOTE CONTROLS

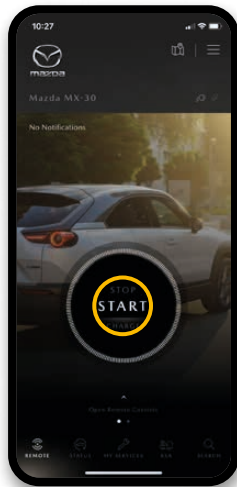
Owners of connected vehicles have access to Connected Services, which includes a number of remote commands and access to live vehicle data. These are currently available for all-new Mazda MX-30 and 2021 Mazda CX-5 models only.

Charging remotely

Start or stop charging your Mazda MX-30 remotely and conveniently. And it's just a few clicks away from the app's home screen. Charging has never been easier.

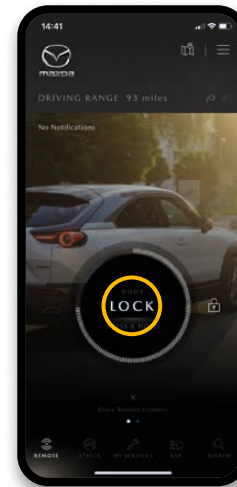
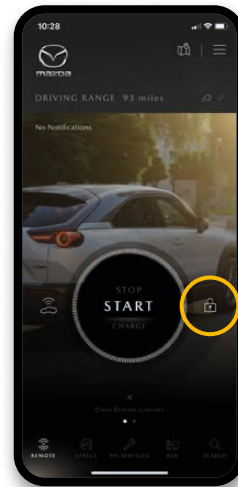
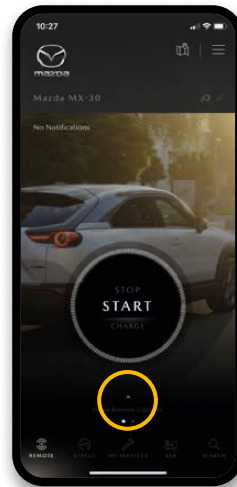
MAZDA MX-30

Charging



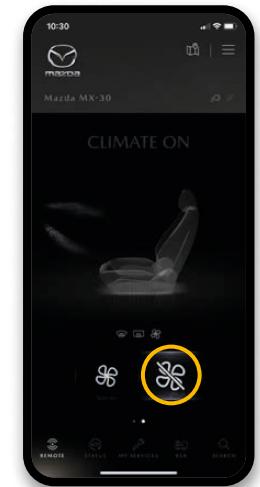
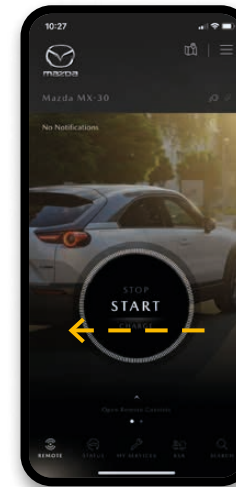
As long as the vehicle is plugged in to a charger, charging can be remotely started or stopped using a long-press of the centre button on the home screen.

Remote Commands



Clicking "Open Remote Controls" provides access to the Vehicle Locator or Door Lock icons. These features can be activated by a long-press of the chosen icon, for example Lock as shown here.

Climate Control

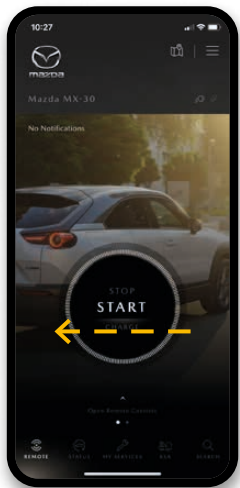


By swiping left from the home screen, you will reach the Climate Control screen. A long-press of the Fan ON or OFF icon will allow you to set the vehicle's climate control temperature as well as turn the front and rear defrost on or off.

MAZDA MX-30

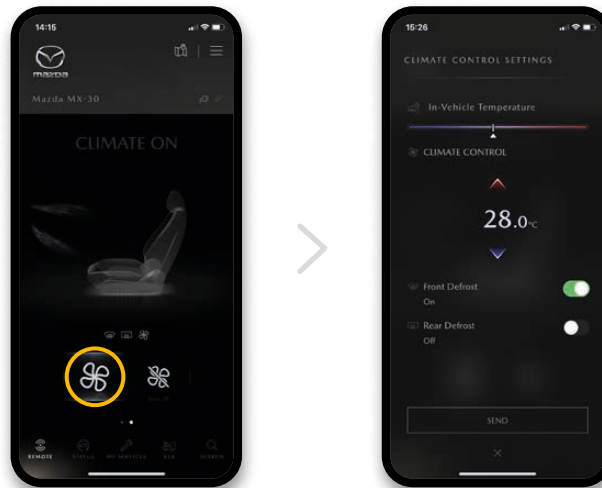
SETTING THE CLIMATE CONTROL

Step 1: Select Climate



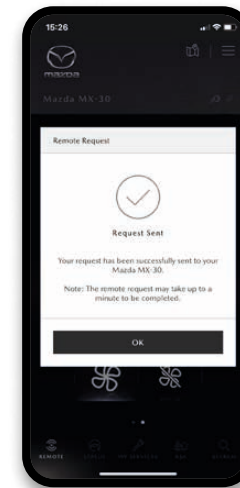
To access the climate control screen, swipe left on the home screen

Step 2: Set the cabin climate to your preferred setting and send command



You are able to set and adjust climate control settings remotely. Simply long-press on either of the two fan icons to turn climate control on or off. You can then set the desired temperature, and activate or deactivate front and rear window defrost functions.

Step 3: Confirmation



The command is sent, and you'll receive a confirmation in the app

Remote climate control runs for 30 minutes maximum. We recommend using when the vehicle is charging to maintain battery status. If remote climate control is used when the car is not charging, you will see a decrease in available range due to the power used.

Perfect temperature even before the journey begins

Enjoy the comfort of getting into a well-tempered car at any time and set your desired temperature before your journey.

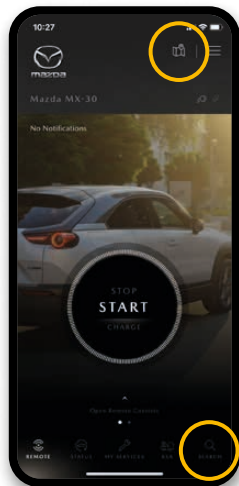
MAZDA MX-30 AND 2021 MAZDA CX-5

Send your itinerary to your Mazda MX-30 or 2021 Mazda CX-5

Especially for longer trips it is important to plan the route and regular breaks in advance. With the new MyMazda app this is now very easy. Simply plan your trip on your smartphone, then send the destinations to your Mazda and you're ready to go.

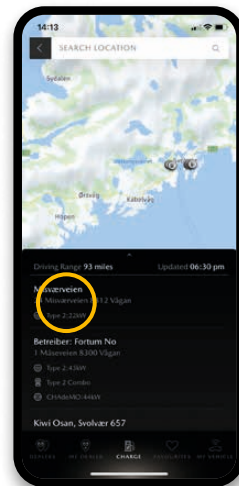
SEND A DESTINATION DIRECTLY TO THE VEHICLE'S NAVIGATION SYSTEM

Step 1: Select search



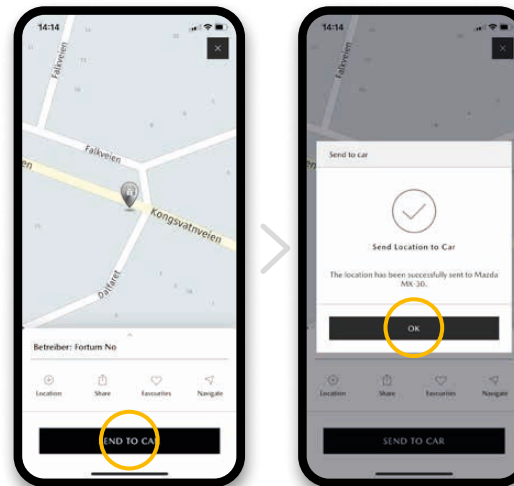
You can access the search function by clicking SEARCH or the map icon

Step 2: Search destination



Icons at the bottom of the screen allow searching for "Dealer", "My Dealer" for your preferred Mazda dealer, "Charge" to search for charge points, "Favourites" or "My Vehicle" to locate your vehicle.

Step 3: Send destination to car



Once a destination is selected, click SEND TO CAR to send the destination directly to your vehicle.

Step 4: Receive destination



Once you are in the vehicle, the navigation system will receive the destination and a route can be set.

It is also possible to share a location from external applications, such as Google Maps. To do this, share the destination from the external app to the MyMazda app and save it as a favourite. Then follow the process above within the MyMazda app.

Please note screens may differ based on your vehicle

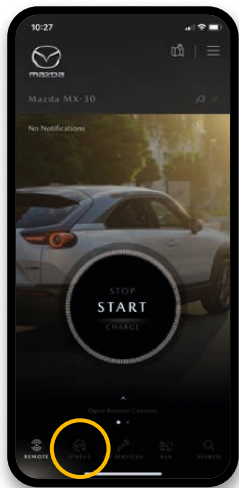
MAZDA MX-30 AND 2021 MAZDA CX-5

Certainty at the touch of a button

This is a question that every driver has asked themselves at least once: Did I really lock the doors? From now on, you can always answer this question directly in the Vehicle Status screen where if necessary you can lock them remotely.

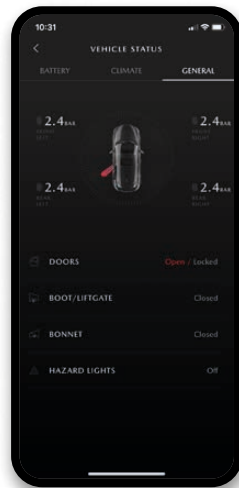
VEHICLE STATUS INFORMATION

Step 1: Home Screen

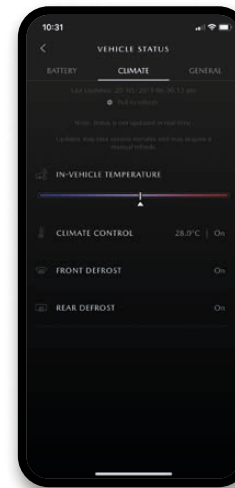
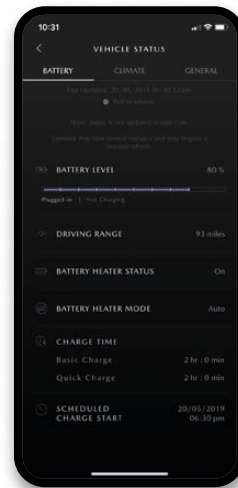


To view vehicle status information, select the STATUS icon

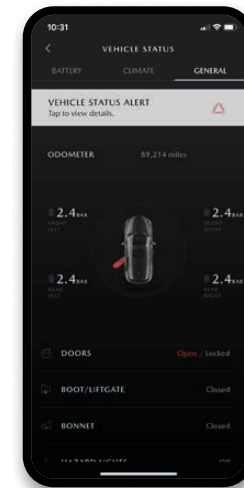
Step 2: More details can be seen in the vehicle status screen



The vehicle status screen includes all relevant information about your vehicle, such as remaining range, mileage, tyre pressure information and status of doors and boot.



Step 3: Status change



Any active or warning status is indicated

Please note screens may differ based on your vehicle

MYMAZDA APP: ADDING A SECONDARY DRIVER

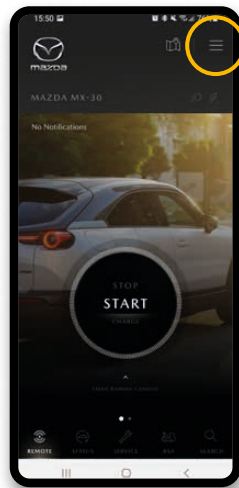
One of the benefits of the MyMazda app is the ability to share part or all of the Connected Services with your family, friends or others who use the vehicle.

A maximum of 4 secondary drivers can be registered, and permissions for use of Connected Services by secondary drivers may be changed or removed at any time by the primary user.

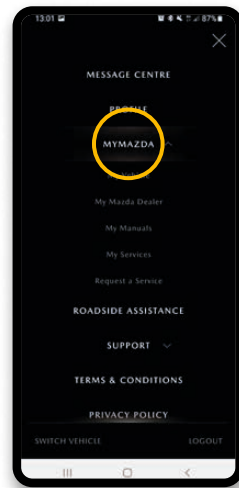
Secondary users require a MyMazda account and compatible mobile device, as well as agreeing to the Terms and Conditions and Privacy Policy within the app.



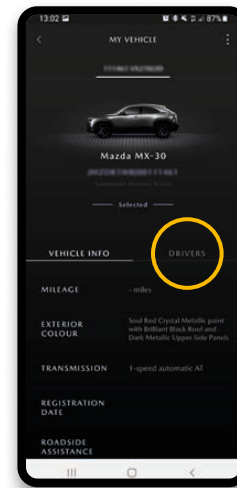
1. Open the MyMazda app



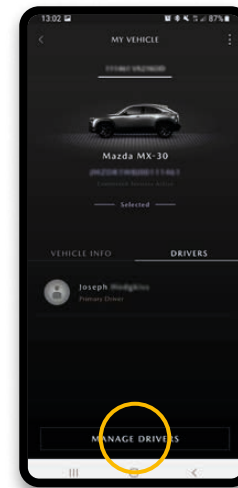
2. Click the **three lines icon** at the top right



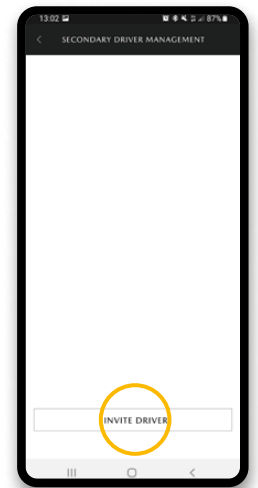
3. Click **MYMAZDA** and then **My Vehicles**



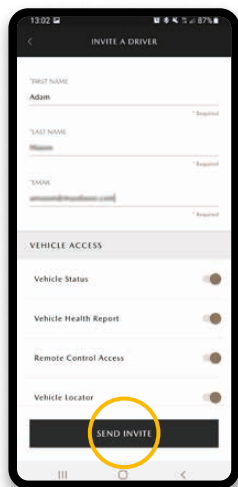
4. Click the **DRIVERS** tab on the middle right of the screen



5. You will see your primary driver details. Click **MANAGE DRIVERS**

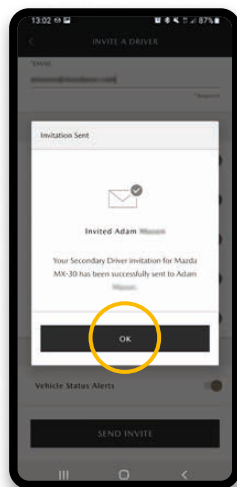
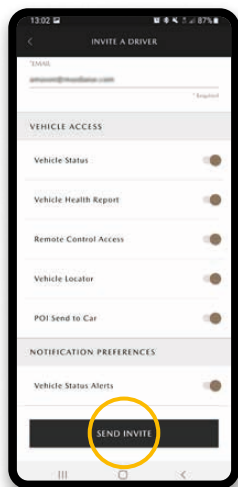


6. Click **INVITE DRIVER**



7.
Enter your secondary driver's name and email address.
Email must match with their MyMazda account if they have already signed up.

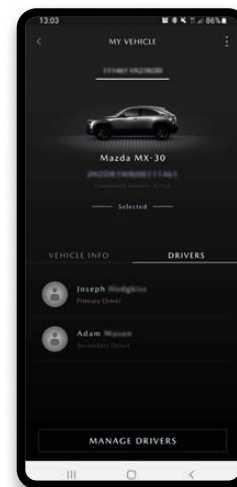
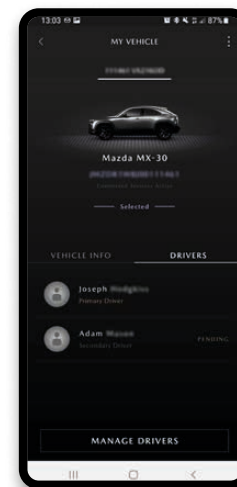
Access to certain features can be deactivated as can status alerts. These can be altered later if required. Click **SEND INVITE**



8.
You will receive an on-screen notification to confirm the invite has been sent. Click **OK**



9.
You will see the pending invitation which can be cancelled if required. To add another driver to the same vehicle, click **INVITE DRIVER** and go back to step 7 of this section. To return to the vehicle screen, click the back icon at top left



10.
Once the secondary driver has opened their MyMazda app and accepted the invitation, they will show on the drivers screen without "PENDING" showing

MYMAZDA APP: TROUBLESHOOTING AND FREQUENTLY ASKED QUESTIONS

Connected Services 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 Software Update.

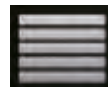
For Connected Services to operate correctly and efficiently, both your mobile device and vehicle must have a stable data connection.

If you experience any problems with Connected Services and remote controls, then please check the following;

- That your mobile device is connected to the network and you have a data connection
- That your vehicle is in an area where it has good signal
- That your vehicle key's are not within range of the smart keyless entry system (if fitted)

To check the connection of your vehicle to the network, please turn your vehicle on and check the indication at the bottom right of your vehicle's Mazda Connect Screen. You will see icons for the following;

- Any vehicle notifications
- Bluetooth mobile phone battery level and signal icons
- Vehicle signal strength icon



Good reception/signal strength



Weak reception/signal strength



No reception/signal – move to a different location



FAQ

How much is the Connected Services subscription after 3 years?

The fee after the first 3 years is still to be determined and will be communicated prior to the end of the complimentary period.

Can Connected Services be used from a tablet?

Yes, but some functions may not work properly, as tablets are not fully supported by the MyMazda app.

How long is the response time between sending a command on the app and the command being executed by the vehicle?

Response time can be up to 40 seconds but is generally much faster.

Can the climate control be turned on remotely by the MyMazda app although the car is charging?

Yes, the climate control can be started (or stopped) remotely while the car is charging.

How many vehicles can be connected to a user, e.g., if a user has two Mazda vehicles, can they both be shown in the app?

Yes, if we know that a user has more than one vehicle, they will be guided to the vehicle selection screen after login. A user can have up to 10 vehicles visible in the MyMazda app.

Are multiple secondary drivers possible?

Yes, it is possible to add up to 4 secondary drivers to the vehicle.

What impact does it have on the battery range if I use the remote climate control functions? Is there a time limit of how long the AC runs to keep a minimum charge of the battery?

The usage of the remote climate control will impact the battery. The climate control will switch off automatically after 30 minutes usage and cannot be used with a battery charge of less than 30%. We recommend using this function when the vehicle is charging.

Is there any limitation in terms of distance for the app connecting to the vehicle? Can I set the climate control from home even if my car is parked two streets away?

Yes, as long as both the device using MyMazda app and the vehicle are within range of mobile data service, then Connected Services will work. We have tested using cars that are in a different country and remote commands are received in a matter of seconds.

If you send a point of interest to the car, is the navigation done by the Mazda Navigation or Google maps?

The point of navigation sent to car will be executed by the Mazda Navigation even if it is shared by another provider.

Is it possible to put in a route consisting of several addresses?

Yes, you can send up to 3 destinations from the app to the vehicle at the same time. You will then be able to construct a route with these destinations directly in the Mazda Navigation system.

MYMAZDA APP: MAZDA DEALER SUPPORT

Mazda UK and your local Mazda dealer will be able to view certain connected car information once you enrol your vehicle for Connected Services. This will improve your ownership experience as your vehicle will be providing real-time status information in the event of a breakdown or malfunction.

Your local Mazda dealer will be able to access the following information;

- Vehicle information
- Vehicle status information and any warning lights being displayed
- Vehicle notification list and condition
- Vehicle fault code information so that diagnosis can start prior to your arrival at the dealership

Connected Services will allow your local Mazda dealer to understand, diagnose and potentially resolve issues remotely to deliver an outstanding customer experience.

Vehicle Status Information

English ▼

Warning Information

Search Condition
☒ Latest
☐ Search Period

Day:Month:Year
18.06.2020

Hour:Minute:Second
15:51:00

~

Day:Month:Year
18.06.2020

Hour:Minute:Second
15:52:00

Search

Retrieval Date 23.06.2020 11:30:13

Fault Detection Date	Warning Light Name	Warning Light	Meter Display	Center Display	Severity	Talk Guide
18.06.2020 15:51:30 Trigger1	Master Warning Indication		EV System Malfunction. Have the Vehicle Inspected	EV system malfunction. Electric motor output may be limited. Have the vehicle inspected by an expert repairer.	Driving is possible, but 'driving performance function' is limited. Immediate repair is necessary. The driving safety function (driving, turning, and braking) is abnormal. (Engine output may be limited / Braking distance may be extended. / Shift-shock may be big.)	Display
18.06.2020 15:51:31	Door-Ajar/Liftgate-Ajar Warning Indication/Warning Light		This information is not displayed in the Instrument cluster.	Ensure all vehicle doors, liftgate, or boot are securely closed. If the warning indicator remains illuminated after the doors have been closed, have the vehicle inspected by an expert repairer.	Vehicle status notification It is displayed depending on customer's operation and/or driving conditions, or to notify scheduled maintenance information.	



DRIVE TOGETHER

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