

Mazda Connected Services — Troubleshooting Guide

If you are experiencing issues with Connected Services within the MyMazda App, please use this guide to help troubleshoot.

About Mazda Connected Services

After the vehicle's Complimentary Trial expires, a Paid Subscription Plan is required to use Mazda Connected Services. To create a Paid Subscription Plan, select Enroll in the MyMazda App for the vehicle you want to enroll, and follow the prompts in the "Subscription Required" popup screen by going to MyMazda.com on your phone's web browser and logging in with your MyMazda credentials. Once logged in, navigate to Owner Resources < Mazda Connected Services then select Get Started to set up a Paid Subscription Plan. After the Paid Subscription Plan is created, we recommend that you log out and close the MyMazda App, then log back in. Next, select the vehicle you created a paid subscription plan for, select Enroll, and follow the prompts to finish the setup.

For safety, security, and emissions, your remotely started Mazda vehicle is designed to automatically turn off after 15 minutes of idling, when a door, hood, or trunk is opened, or in the event a manual command is performed within the vehicle.

Multi-system data syncing is required to support Mazda Connected Services. Therefore, we do not recommend deleting a VIN from the MyMazda App in the event troubleshooting is required as this can result in additional delays.

1. Remote Start and other remote commands are not working or fail immediately.

Remote Start and other remote commands (Lock, Unlock, Horn, Lights, etc.) may fail to operate — or fail instantly — when the vehicle cannot complete the required safety or connectivity checks.

- **Possible reason:** The key is inside the vehicle.
What you can do: Remove the key fob from inside the cabin, step away from the vehicle, and try the remote command again.

- Possible reason:** A door, hood, or trunk is open.
What you can do: Check that all doors, the hood, and the trunk are fully closed. Once everything is latched, retry the command.
- Possible reason:** The vehicle is in an area with poor reception (for example, the vehicle may be in a parking garage or underground structure) and is unable to transmit the required data.
What you can do: Move the vehicle to an area with stronger reception, then attempt the command again. A vertical connectivity icon indicating reception strength (such as  or ) can be viewed in the corner of your infotainment system. Navigating to your FM radio may be required for select models. Note: Three bars, or a half-full icon indicates good connectivity strength. The vehicle connectivity icon is a vertical icon while cell phone battery strength is displayed using a horizontal icon; both are located in the corner of the infotainment system.
- Possible reason:** The 12-volt battery is low.
What you can do: Start the vehicle manually and allow it to run for several minutes to recharge the battery. After charging or driving, retry the command.
- Possible reason:** Too many remote commands were attempted simultaneously.
What you can do: Wait several minutes for the system to reset, then try again.
- Possible reason:** Your Complimentary Trial has ended and a Paid Subscription Plan is required.
What you can do: Login to your MyMazda App and navigate to the hamburger menu (three horizontal lines) in the upper right corner of the Remote screen. Select MYMAZDA < Connected Services < Manage Subscription. You will be rerouted to the MyMazda Owner's Portal. Locate your vehicle and select Enroll in Paid Plan. Once your Paid Subscription Plan is confirmed, fully log out and close your MyMazda app. It can take up to 12 hours for paid subscription data to sync and vehicle connectivity to be established. Once established, reopen the app and log back in to refresh data, then select your vehicle, Tap ENROLL, and follow the prompts to request the authorization code.

Note: If you no longer have access to the email address associated with your original MyMazda App account and need help resetting your password or updating your email address, please contact our Customer Experience Center for assistance (800-222-5500).

- Possible reason:** The vehicle is not in park.

What you can do: Move the shift lever into park, close the door, step away from the vehicle, and try the command again.

- **Possible reason:** The engine or accessory mode has been activated, or other manual commands are being performed from within the vehicle.

What you can do: Turn off the engine or accessory mode, close the door, step away from the vehicle, and try the command again.

- **Possible reason:** The Connected Services communication settings have been temporarily deactivated within the vehicle.

What you can do: Navigate to Connectivity settings within the Mazda Connect screen and reenable Connected Services. Allow a few minutes for the app to update after adjusting settings.

- **Possible reason:** The fuel level is too low.

What you can do: Add more fuel to the vehicle then try the command again.

- **Possible reason:** Remote Start has been used too many times since the vehicle was last driven or started manually.

What you can do: Start the vehicle manually and drive at least one mile to reset the remote start count.

- **Possible reason:** You own a Plug-in Hybrid Electric Vehicle (PHEV) which does not have a remote engine start feature; instead, the start and stop features are used for charging.

What you can do: To precondition your PHEV, end any active charging sessions, then swipe the screen to the left. This will reveal your Climate Control options. After selecting the temperature setting and the defogger on/off on the setting screen, press the SEND button.

- **Possible reason:** A charging session has been initiated for your Plug-in Hybrid Electric Vehicle (PHEV).

What you can do: For Plug-in Hybrid Electric Vehicles (PHEVs), only the Stop Charging command can be performed during a charging session.

- **Possible reason:** The vehicle has been parked or stored for one or more weeks causing the system to go into sleep mode.

What you can do: Start the vehicle manually and drive a few miles to reset the system.

- **Possible reason:** The vehicle is displaying the “check engine” warning light or has identified a technical or mechanical issue.

What you can do: Contact your preferred dealer for a service visit.

2. The MyMazda app will not update my vehicle status.

The app may not refresh your vehicle status information if updated data cannot be sent from the vehicle.

- **Possible reason:** The vehicle is in an area with poor reception (for example, the vehicle may be in a parking garage or underground structure) and is unable to transmit the required data.

What you can do: Move the vehicle to an area with stronger reception (a vertical connectivity icon (such as  or ) indicating reception strength can be viewed in the corner of your infotainment system. Navigating to your FM radio may be required for select models. Note: Three bars, or a half-full icon indicates good connectivity strength). Next, select the Status icon within the app, tap Vehicle Status to expand details, and pull down on the screen to refresh.

- **Possible reason:** The Connected Services communication settings have been temporarily deactivated within the vehicle.

What you can do: Navigate to Connectivity settings within the Mazda Connect screen and reenable Connected Services. Allow a few minutes for the app to update after adjusting settings.

- **Possible reason:** The initial connection between the vehicle and server has been established, but data is not yet available.

What you can do: Drive the vehicle at least one mile, then turn the ignition off. Information will populate in the app once the data is received and processed.

3. Vehicle Finder or location information is inaccurate.

Location services are based on coordinates at last ignition-off and may be inaccurate if the vehicle cannot reliably transmit positioning data.

- **Possible reason:** The vehicle is in an area with poor reception (for example, the vehicle may be in a parking garage or underground structure) and is unable to transmit the required data.

What you can do: Ensure the vehicle is parked in an area with stronger reception (a vertical connectivity icon (such as  or ) indicating reception strength can be viewed in the corner of your infotainment system. Navigating to your FM radio may be required for select models. Note: Three bars, or a half-full icon indicates

good connectivity strength). Provided the vehicle has the required connectivity, the vehicle location will update after the next ignition off.

- **Possible reason:** The vehicle is currently being driven.
What you can do: Wait for the vehicle's ignition to be turned off, then try Vehicle Finder again.
 - **Possible reason:** The 12-volt battery is low and cannot support location reporting.
What you can do: Start and drive the vehicle for several minutes to recharge the battery, then retry Vehicle Finder.
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4. The MyMazda app will not connect or shows general errors.

Connectivity issues often occur when the phone or app cannot communicate reliably with the vehicle or servers.

- **Possible reason:** The phone and/or vehicle is in an area with poor reception (for example, in a parking garage or underground structure) and is unable to transmit the required data.
What you can do: Move the vehicle to an area with stronger reception, then attempt the command again. A vertical connectivity icon indicating reception strength (such as  or ) can be viewed in the corner of your infotainment system. Navigating to your FM radio may be required for select models. Note: Three bars, or a half-full icon indicates good connectivity strength. The vehicle connectivity icon is a vertical icon while cell phone battery strength is displayed using a horizontal icon; both are located in the corner of the infotainment system.
- **Possible reason:** The app is outdated.
What you can do: Open your device's app store and install the latest version of the MyMazda app.
- **Possible reason:** The app is currently experiencing a network outage.
What you can do: Occasionally, you may receive an in-app or email notification advising Mazda Connected Services are unavailable due to maintenance. We apologize for any inconvenience and will restore services as quickly as possible.
- **Possible reason:** Your phone's Cookie settings are disabling/greying out your MyMazda login capabilities.
What you can do: Navigate to your phone's Settings, locate app settings, update your preferred internet browser's Cookie settings to enable Cookies, then try

logging in again. For iPhone users, Cookie settings can be found by scrolling to the bottom of the browser screen and selecting Advanced.

5. The app shows incorrect fuel level or tire pressure.

Incorrect readings appear when the app has not received refreshed data from the vehicle.

- **Possible reason:** The vehicle has not recently been driven long enough to send new data.
What you can do: Drive the vehicle for a few minutes, then refresh status in the app. Cycling the ignition may be required.
 - **Possible reason:** The vehicle is in an area with poor reception (for example, the vehicle may be in a parking garage or underground structure) and is unable to transmit the required data.
What you can do: Move the vehicle to an area with stronger reception or wait for conditions to improve (a vertical connectivity icon (such as  or ) indicating reception strength can be viewed in the corner of your infotainment system. Navigating to your FM radio may be required for select models. Note: Three bars, or a half-full icon indicates good connectivity strength). Next, select the Status icon within the app, tap Vehicle Status to expand details, then pull down on the screen to refresh.
 - **Possible reason:** Your vehicle may not be compatible with this feature.
What you can do: Please review our [Mazda Connected Services compatibility chart](#) to confirm your vehicle's connectivity features.
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6. I cannot complete enrollment, and the authorization code (OTP) does not appear.

Enrollment may fail if the vehicle cannot establish the connection needed to generate the authorization code.

- **Possible reason:** The vehicle is in an area with poor reception (for example, the vehicle may be in a parking garage or underground structure) and is unable to transmit the required data.
What you can do: Move the vehicle to an area with stronger reception, then attempt the command again. A vertical connectivity icon indicating reception

strength (such as  or ) can be viewed in the corner of your infotainment system. Navigating to your FM radio may be required for select models. Note: Three bars, or a half-full icon indicates good connectivity strength. The vehicle connectivity icon is a vertical icon while cell phone battery strength is displayed using a horizontal icon; both are located in the corner of the infotainment system.

- **Possible reason:** You are actively using a VPN on your phone.
What you can do: Turn off the VPN and request the authorization code again.
 - **Possible reason:** Your vehicle is still establishing connectivity.
What you can do: Initial connectivity may require up to 12 hours to be established. Ensure the communication line has been established, then try the request again.
 - **Possible reason:** You requested the OTP during a phone call while connected to Android Auto or Apple CarPlay.
What you can do: Navigate to the Home screen within the Infotainment System and/or end the phone call and request the OTP again.
 - **Possible reason:** A temporary system issue is preventing the Request Authorization Code from generating within the vehicle.
What you can do: Turn the vehicle off completely, restart it, and try again. If the code still does not appear, please contact our Customer Experience Center for assistance (800-222-5500).
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7. I am trying to sign up for a Paid Subscription Plan through the Mazda Connected Services Owner's Dashboard on MyMazda.com, but the site says, "No registered connected vehicle found on your account".

This happens when the MyMazda server cannot verify ownership.

- **Possible reason:** Your vehicle ownership status within the Mazda's server may need to be updated or has not synchronized yet.
What you can do: Allow up to 24 hours, then try again. If still message is still displayed, please contact our Customer Experience Center for assistance (800-222-5500).
- **Possible reason:** The email address tied to your MyMazda App account does not match the email address associated with the Paid Subscription Plan.

What you can do: Please make sure that you are using the same email address for your enrollment and Paid Subscription Plan. If you no longer have access to the email address associated with your original MyMazda App account and need help resetting your password or updating your email address, please contact our Customer Experience Center for assistance (800-222-5500).

8. I paid for Connected Services, but the app still prompts me to enroll.

Creating a Paid Subscription Plan and enrolling are two different steps.

- **Possible reason:** Payment was completed, but enrollment was not.
What you can do: Open the MyMazda App, select your vehicle, Tap ENROLL, and follow the prompts to request the authorization code.
- **Possible reason:** Payment was completed, but a *subscription required* message is still popping up.
What you can do: It can take up to 12 hours for the connection to be established. We recommend that you fully log out and close your MyMazda app, then reopen the app and log back in to refresh the data.
- **Possible reason:** The email address tied to your MyMazda App account does not match the email address associated with the Paid Subscription Plan.
What you can do: Please make sure that you are using the same email address for your enrollment and Paid Subscription Plan. If you no longer have access to the email address associated with your original MyMazda App account and need help resetting your password or updating your email address, please contact our Customer Experience Center for assistance (800-222-5500).

After following this guide, if you continue to experience issues or are unable to use the app, please contact our Customer Experience Center (800-222-5500) for assistance.