

# Service Information

Mazda Motor Corporation

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Category <b>T</b>	<b>Technical</b>	Ref. No. E009/17	Page 1 of 2
Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers		Date Issued June 29, 2017	
Please convey this information to your <input checked="" type="checkbox"/> Warranty Dept. <input checked="" type="checkbox"/> Parts Dept. <input type="checkbox"/> Direct <input type="checkbox"/> Training Dept. <input type="checkbox"/> General Manager <input type="checkbox"/> Field Rep.		Date Revised	
Applicable Model and Equipment ALL vehicles with MZD Connect		Applicable Countries and/or Vehicle Specifications Worldwide	

## Subject: MZD Connect Security Vulnerability Article on the Internet

### DESCRIPTION

On June 12, 2017, a computer-focused website posted an article entitled *You Can Hack Some Mazda Cars with a USB Flash Drive*. The article states that MZD Connect settings can be customized by installing unauthorized software using a USB. (See the link below)

**Web-site:** [You Can Hack Some Mazda Cars with a USB Flash Drive](https://www.bleepingcomputer.com/news/security/you-can-hack-some-mazda-cars-with-a-usb-flash-drive/)

[<https://www.bleepingcomputer.com/news/security/you-can-hack-some-mazda-cars-with-a-usb-flash-drive/>]

While the word "hacking" is used in the article, note that customizations cannot be carried out remotely by a third party. Also customizations do not impact functions other than MZD Connect. (Driving functions, for example, cannot be affected.)

### MAZDA CORRESPONDENCE AND SUPPORT

Mazda does not recommend such customizations due to the possibility of unexpected problems. The latest version of MZD Connect software (v59.00.502) incorporates countermeasures globally not to allow such customizations. Mazda is not responsible if updating the MZD Connect software to the latest version resulted in that the customizations by any unauthorized software become invalid.

### REQUEST FOR CUSTOMER CARE

Since the customer might have customized the wall paper etc. using unauthorized software, before updating the MZD Connect software, get his/her approval about following notes to prevent trouble.

#### **Notes for the update**

- If MZD Connect is customized using unauthorized software, those customizations will become invalid after updating to the latest version.
- Unauthorized customization software will not work after updating MZD Connect software to the latest version.
- The latest version of MZD Connect software cannot be rolled back to the older one.
- Mazda does not recommend unauthorized customizations, and any issues related to it will not be covered under the Mazda warranty policy.

### **Questions and Answers**

Use the below Q&A when answering customers inquiries. Mazda head office will also use the same answers to inquiries from customers.

**Q1: Is Mazda aware of this article on the internet?**

A1: Yes, we are. Mazda does not recommend installing unauthorized software via USB or other devices to customize the settings of MZD Connect (including wallpaper, icon layout, video playback while driving, etc.) due to the potential for unexpected problems. The latest version of MZD Connect software incorporates global fixes not to allow the customizations mentioned in the article.

**Q2: Is there any concern that customizations can be carried out remotely by a third party since the article says “hacking”?**

A2: No, there is not. Please be assured and note that customizations cannot be carried out remotely by a third party, while the word “hacking” is used in the article.

**Q3: Will you conduct a recall or proactive service action?**

A3: These customizations cannot be carried out remotely by a third party, and can affect only on limited settings on MZD Connect, thus there is no significant safety risk. For these reasons, Mazda will not conduct a recall or proactive service action, but customers who would like their MZD Connect system updated to the latest version can have that done at their Mazda authorized repairer.

(From a customer who has done unauthorized customization.)

**Q4: Can I keep using my customization (for example, playing video or customized wall paper) after my MZD Connect software is updated to the latest version (Ver.59.00.502)?**

A4: No, you won't be able to use your own customization. Mazda does not recommend unauthorized software installation due to the potential for unexpected problems. On the other hand, Mazda recommends using the less vulnerable latest version software, with safety and security. Please be aware that any issues suspected due to unauthorized software will not be covered under the Mazda warranty policy.

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