

How to use the CMU data retrieval tool

USB Flash Drive Setup:

- 1) Prepare a USB flash drive to use for Data extraction. (Flash drive should be blank)



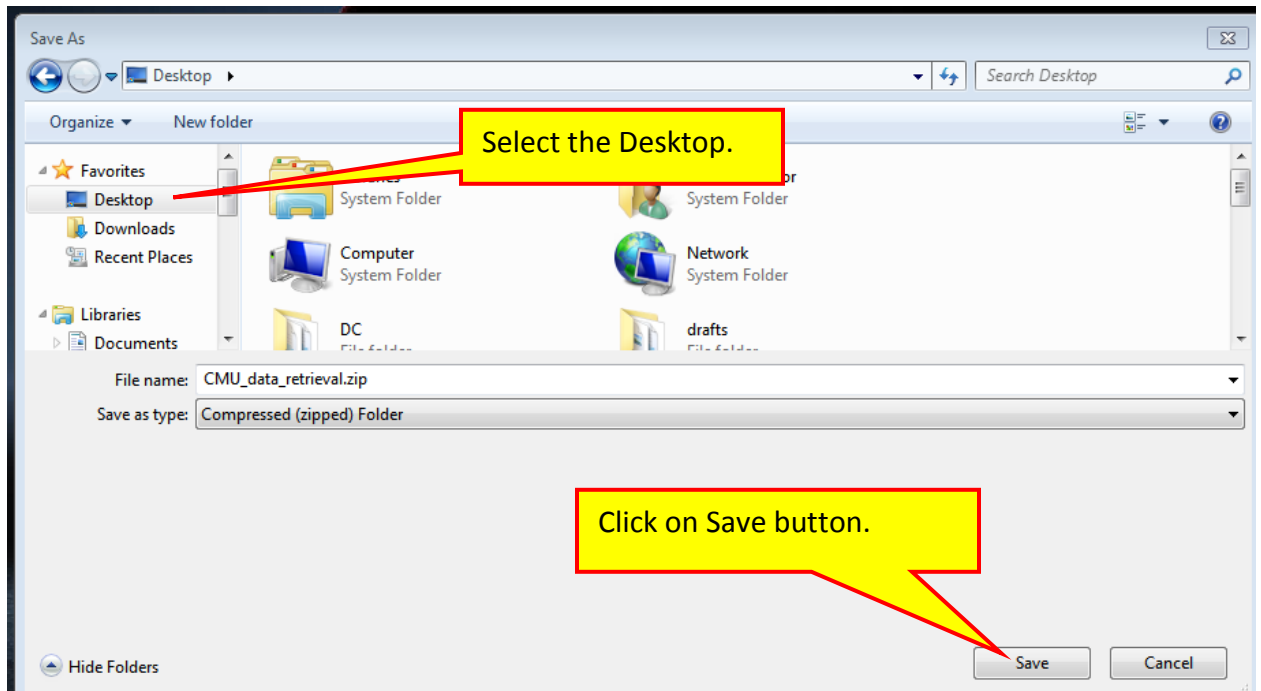
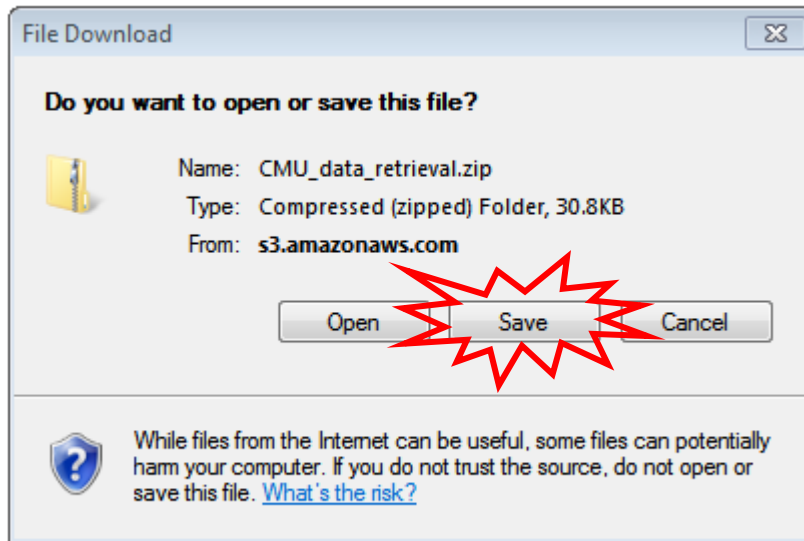
- 2) Go to MS3 and Click on the Link for CMU data retrieval:

The screenshot shows the Mazda Service Support System (MS3) interface. The top navigation bar includes "Home", "View Content", "Other Applications", "As Built Data", "MyMazda", "IDS / Infotainment", "Training", "Special Service Tools & Current MRT List", "Return To Search Results", "Print", "Help", and "Change Locale". Below the navigation bar, there are search fields for VIN, Model Year, and Model. A yellow callout box points to the "IDS / Infotainment" tab in the navigation bar with the text "Select IDS/Infotainment tab in MS3." Below the search fields, there are several checkboxes for vehicle systems like Brakes, DriveLine/Axle, etc. The main content area shows "IDS/Infotainment" with sub-sections for "IDS" and "Infotainment". A yellow callout box points to the "MAZDA CONNECT CMU DATA RETRIEVAL" link under the "Infotainment" section with the text "Select link for 'MAZDA CONNECT CMU Data Retrieval'".

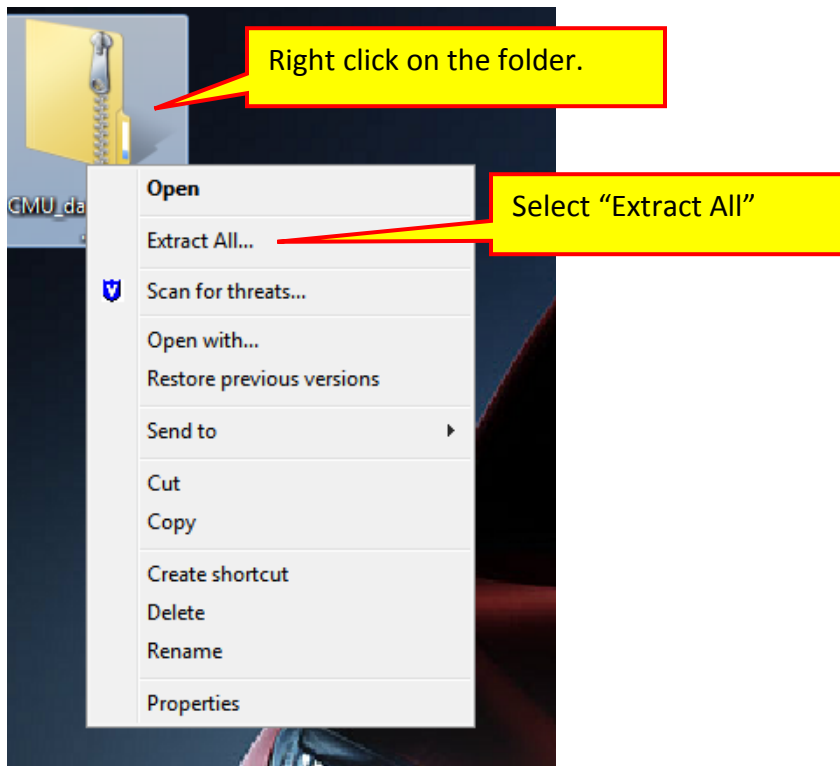
- 3) Select the CMU Data Retrieval Files

The screenshot shows the "MAZDA CONNECT CMU Data Retrieval" page. The breadcrumb trail is "Home > IDS/Infotainment > MAZDA CONNECT CMU Data Retrieval". The main heading is "MAZDA CONNECT CMU Data Retrieval". Below the heading, there are two links: "CMU Data Retrieval Instructions - Click To Download" and "CMU Data Retrieval Files - Click To Download". A yellow callout box points to the "Click To Download" link for the files with the text "Click to Download the 'CMU Data Retrieval Files'".

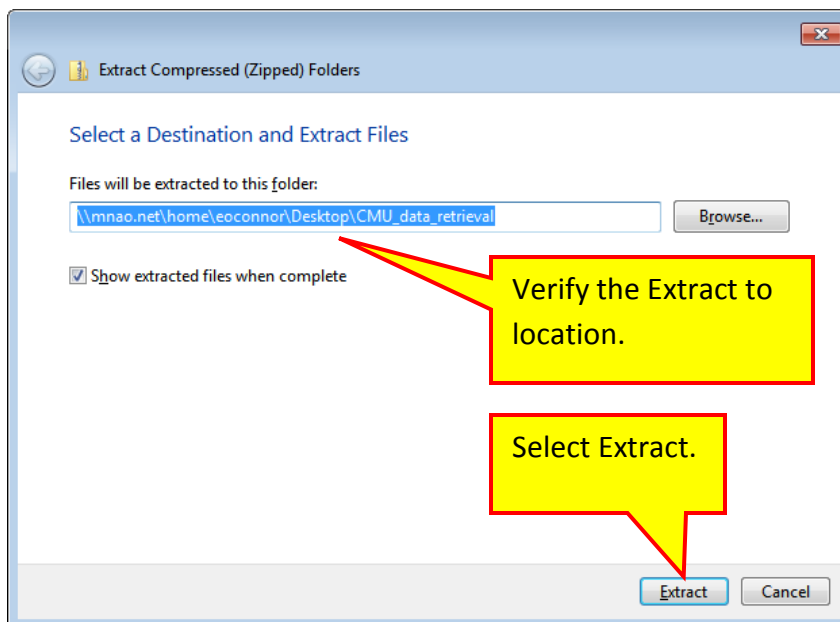
- 4) Save the zipped folder to your PC (computer) desktop.



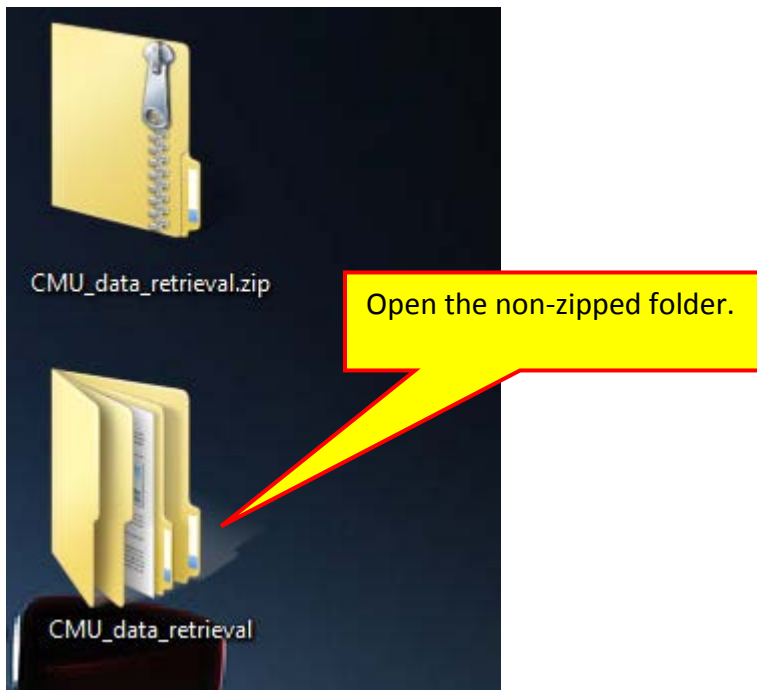
- 5) After files save, go to your desktop. Right click the new zipped folder that was saved from the previous step and select “Extract All”



- 6) You should now see the below window (example from Windows 7. May be different depending on the operating system). Verify folder extract to location (Desktop) as you will need to go to this location. Select extract.

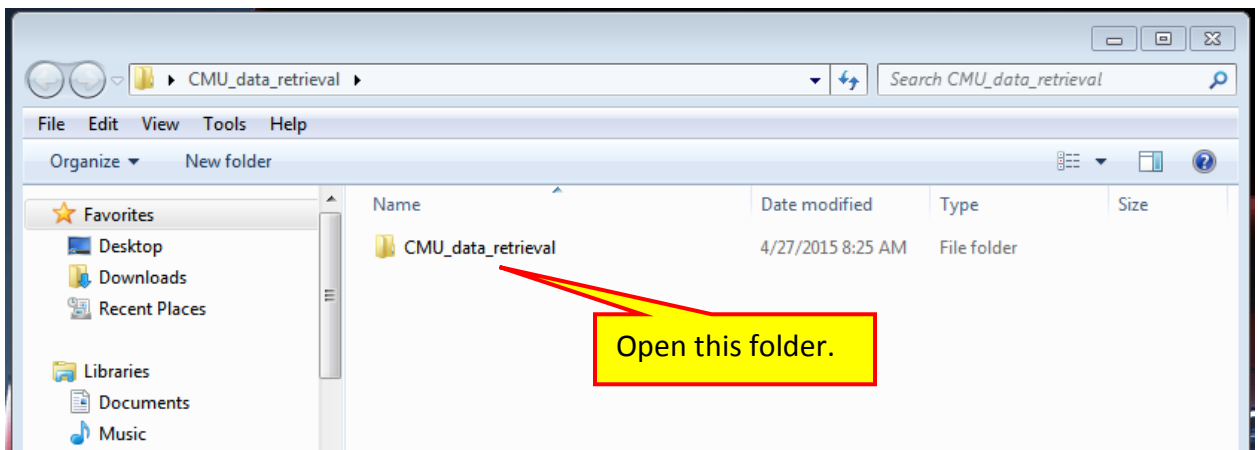


- 7) Find the non-zipped folder of the same folder name on the desktop and open it.



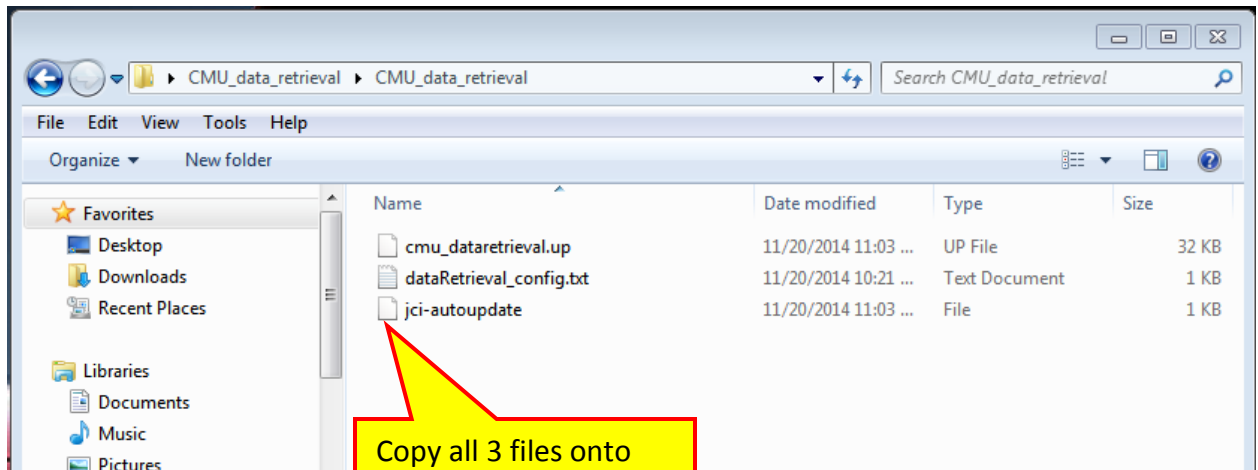
Note/Tips: Leave a copy of this file on your computer in case the USB flash drive needs to be completely erased.

- 8) Inside the folder you will find another folder of the same name. Open this folder.



There will be 3 files inside of this folder.

9) Copy all 3 files onto the blank USB flash drive.

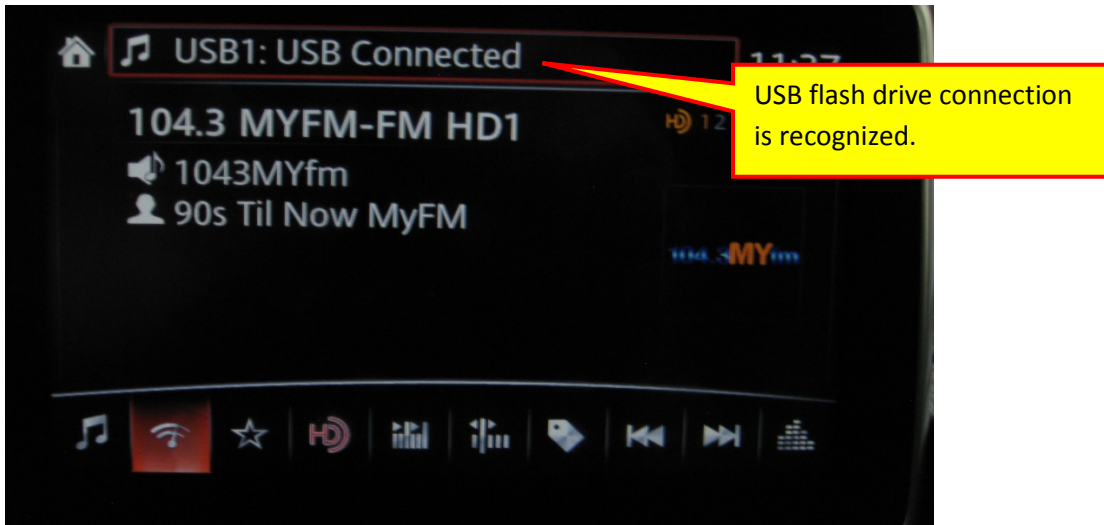


10) The flash drive is now ready to collect data. Remove the flash drive from your PC and take it to the vehicle.

Collecting CMU Data:

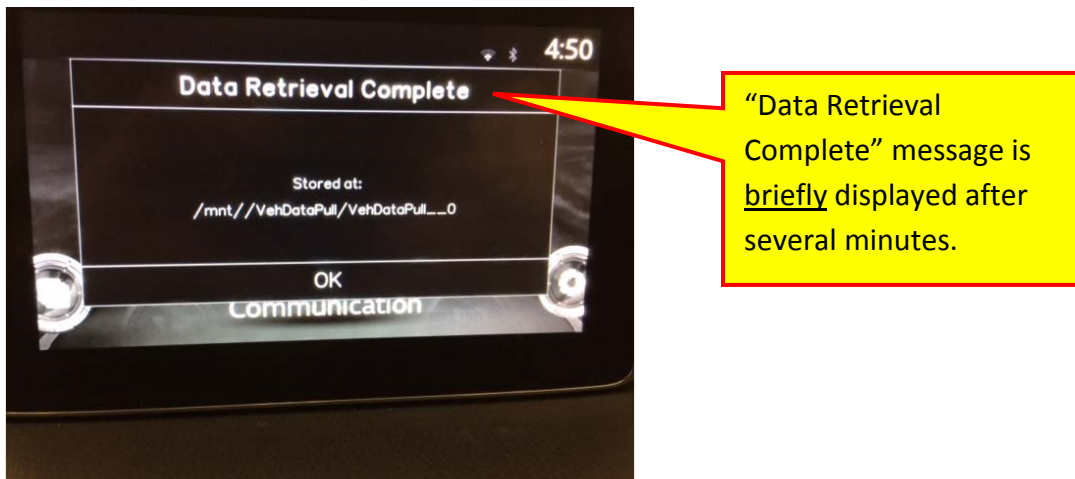
Try to duplicate the problem if possible and perform the data collection as soon as possible. Otherwise, perform the following if the customer has experienced the concern within the last week. If customer's concern has occurred over 1 week ago, data collection is not necessary.

- 1) Insert the prepared USB flash drive into either USB port on the vehicle. (Vehicle can remain running and pulled over or parked safely). A message will briefly display confirming the USB has been recognized. The system will begin downloading data to the USB flash drive when connected.



IMPORTANT NOTE: The data is being retrieved but there is no indication displayed that the tool is working. This process usually takes 3-5 minutes so be patient and watch the display screen.

- 2) The display screen WILL indicate when the process is completed. The below message will display for a few seconds only.



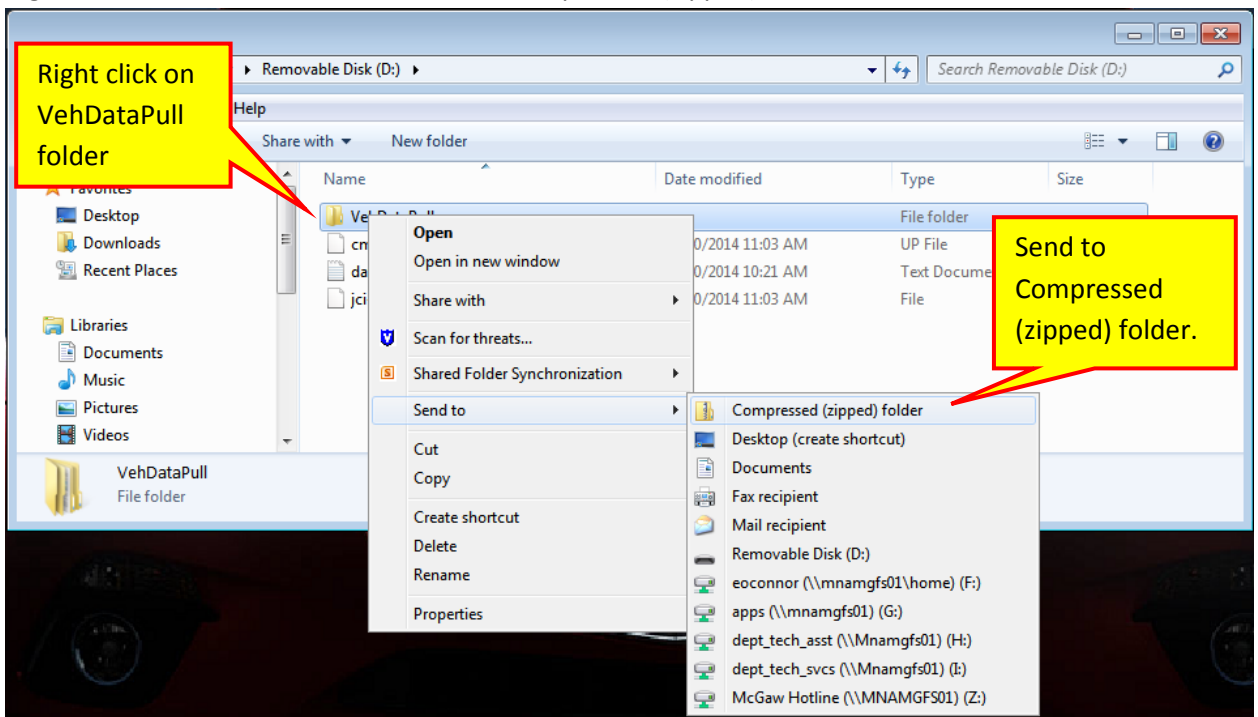
- 3) Set the ignition to OFF and remove the USB flash drive from the vehicle.

Attach retrieved data to Siebel Hotline file:

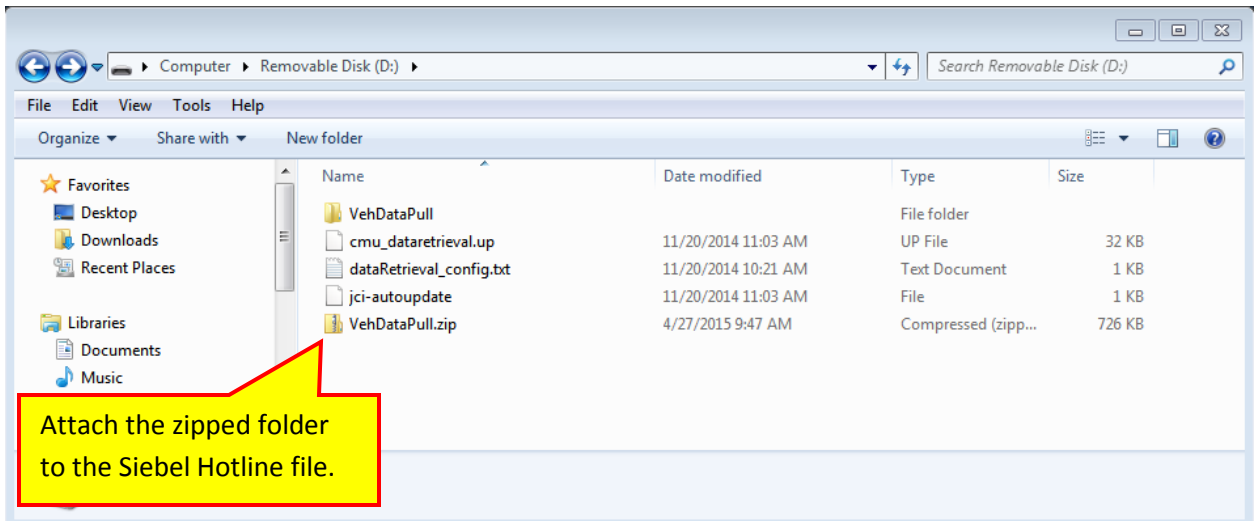
- 1) Connect the USB drive to your PC.
- 2) On the USB drive you will now find a new folder named "VehDataPull"



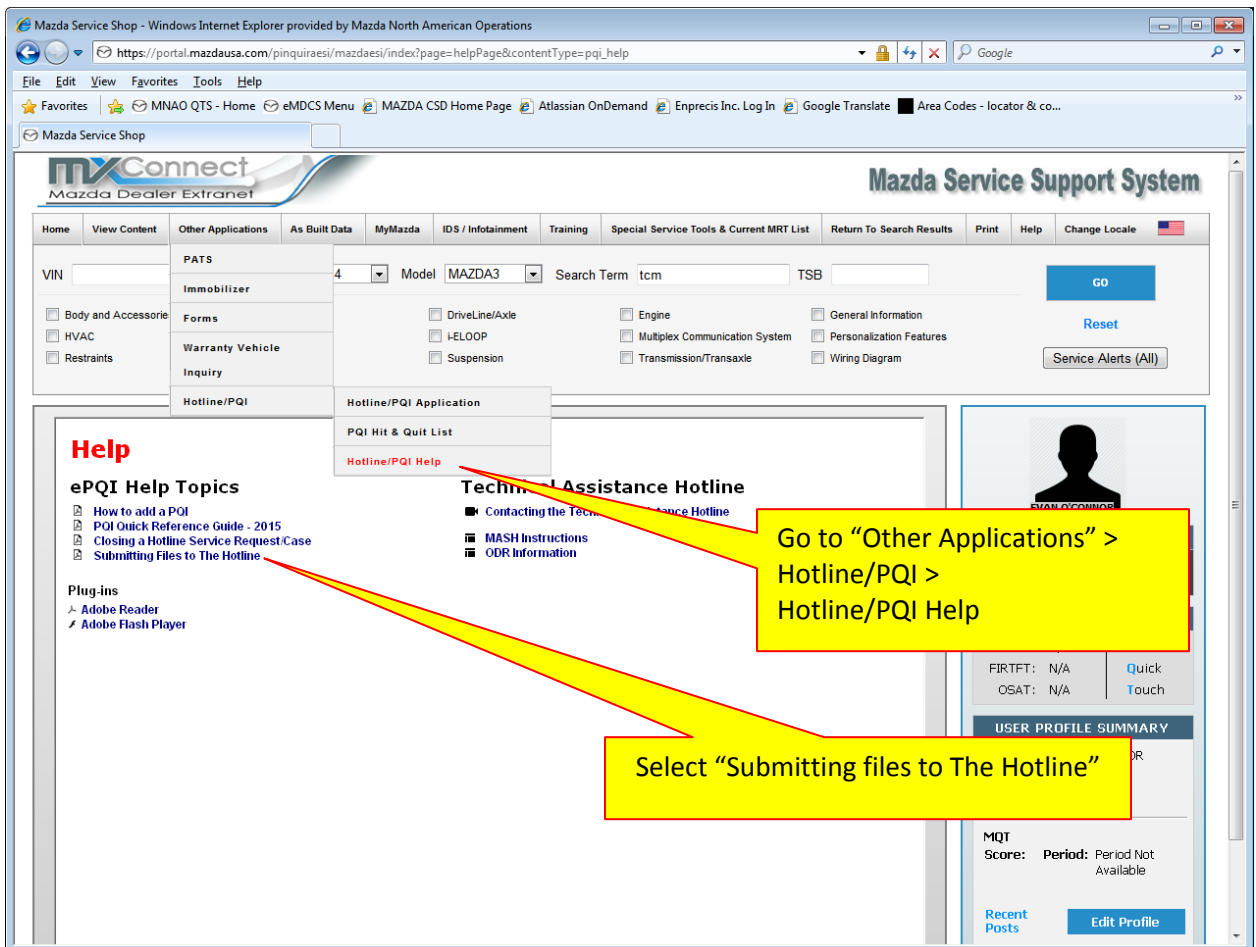
- 3) Right click the folder and select Send To > Compressed (zipped) folder.



4) You will now find a zipped folder on the USB drive.



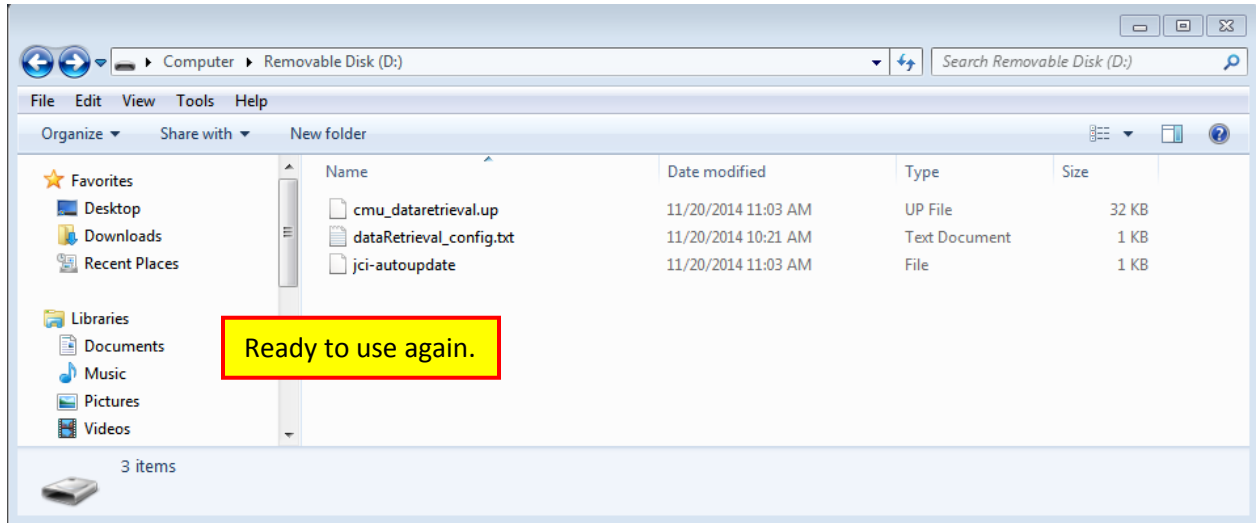
5) Attach the zipped folder to the Siebel SR/Hotline file. Instructions for attaching files can be found on MS3. Follow the instructions to attach files.



Note/Tips:

After attaching the zipped folder to the Siebel SR (Hotline) file, the USB flash drive can be reused as needed by deleting both “VehDataPull” & “VehDataPull.zip” files.

These files contain the current vehicle data.



- Don't forget to complete and attach the Mazda Connect Questionnaire to your Siebel SR/Hotline file. Questionnaire can be found on MS3 under: Other Applications>Forms>Mazda Connect”