

<b>Subject:</b>  <b>AUDIO, NAVIGATION AND PHONE CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (7TH GENERATION MODELS)</b>	<b>Bulletin No.:</b> 16-001/20
	<b>Last Issued:</b> 04/08/2020

## BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted in Red.

Previous TSBs	Issued Dates:
16-001/20	03/04/20

## APPLICABLE MODEL(S)/VINS

2019-**2020** Mazda3 (Japan built produced before March 24, 2020)  
 2019-**2020** Mazda3 (Mexico built produced before March 6, 2020)  
**2020 CX-30** (produced before March 6, 2020)

## DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version **7000C0A-NA01\_11002** or later).

### **MAZDA CONNECT Software Version 11002 NOTE:**

“Mazda3 owners may notice an icon in their infotainment’s display that indicates Mazda Connected Services. This new feature is a global technology and designed with the latest version of Mazda Connect™. At this time, the service is not active for Mazda3 vehicles in the U.S. Any updates to the service will be announced at the appropriate time.”



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(From Version 7000C0A-NA01\_10048 or later)

- If the ignition switch is turned off then on in a few seconds while the opening screen appears, the screen turns black.
- When the Android Auto application is launched, the Google Map navigation stops after already being in use.
- No warning popup message appears when another destination is added which has to cross a border with "Allow Border Crossing" unchecked.
- A warning popup message appears repeatedly when another destination is added which has to use a car shuttle train with "Allow Car Shuttle Trains" unchecked
- If the "Allow Car Shuttle Trains" setting is changed after the route is set up, the "Allow Ferries" setting changes instead.
- A wrong warning popup message appears as "The destination cannot be reached without using a ferry" when the route is set up which has to use a car shuttle train with "Allow Car Shuttle Trains" unchecked.
- While using the owner's manual, pressing the Back button leads to the Information screen instead of the previous page.
- The Communication Setting screen and the HOME screen may appear to overlap.

(From Version 7000C0A-NA01\_10042 or later)

- If the system freezes, it may be followed by a reboot a couple of minutes later.
- When turning the Bluetooth Audio on, the banner message about it may not appear.
- An improper message appears when GPS reception is not available.
- The rear view does not appear when the transmission is shifted to reverse right after turning the ignition on.
- The current location does not move after rebooting the navigation.
- The side panel turns black if reroute search occurs while using navigation with media display in the side panel.
- No warning popup message appears when another destination is added which has to use a toll road with "Allow Toll Roads" unchecked.
- No warning popup message appears when another destination is added which has to use a Carpool/HOV Lane with "Allow Carpool/HOV Lanes" unchecked and "Allow Carpool/HOV Lanes" is checked by itself.
- In the Energy Flow Monitor, the graphic blinks during idling.
- The guidance message may not sound when the ignition is turned off right after the route setting.
- Abnormal Route Settings menu appears for a moment during reroute search in route setting menu instead of the notification.
- The alphabetical search is not accessible after sorting the history list in the "More Recent Destinations" when driving.
- Road names may not appear in Turn-by-Turn and Route Monitor.
- Street names may not completely appear.
- The complicated Turn-by-Turn icon may appear.
- The same destination may be registered as multiple listings in Favorite Destination if the destination has multiple addresses (ex. large facility like a golf course).

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- The keyboard and footer bar may appear to overlap.
- The status bar may appear for a moment when pressing the Back key to move to Travel Information in the Country Information screen.
- Additional registering of a favorite destination may not be accepted after registering a favorite destination right after Mazda Connect boots up.
- After registering a country (or state/province) other than the current location for a favorite destination, that country may appear in the country field in the Town Selection screen.
- It may take long time until the free word search (OneBox search) screen appears after selecting the Navigation Menu Search.
- The screen flickers after switching from 3D to 2D on the View Mode screen.
- The Media panel may appear improperly.
- The traffic information for a non-relevant location may appear when a grouped traffic icon is selected on the map when using SiriusXM Traffic Plus. (From Version 7000C0A-NA01\_10018 and later)
- The navigation system unexpectedly makes an announcement when the driver unlocks and opens the door, even without touching the START/STOP button.

(From Version 7000C0A-NA01\_10017 and later)

- The compass screen may be displayed instead of the map screen after the ignition is turned ON,
- The In-Vehicle Warning Messages screen displays warning comment for "MRCC being not operable" and uses "30 km/h" instead of "20 mph" even when "mile" is selected in the distance setting.
- The system may reboot when connecting to a Bluetooth device.
- Destinations may be cleared when the ignition is turned OFF and ON while route guidance is being given.
- [Canada, Mexico] The navigation system unexpectedly announces when the vehicle passes the border to another country.
- The system may reboot when too much information is received using the SiriusXM SportsFlash service.
- [Alaska (U.S.)] Point Of Interest searching may not work properly.
- The system reboots when using Apple CarPlay.

(From Version 7000C0A-NA01\_10015 and later)

- The check box for Bluetooth connection may not be accessible after the ignition is turned OFF to ON in a few seconds.
- The device names for USB1 and USB2 may be displayed in the reverse order after the ignition is turned ON.

(From Version 7000C0A-NA01\_10014 and later)

- There may be an excess error in the current location on the navigation screen where GPS reception is poor.
- The rear view monitor may turn black or need longer time to display during hot weather.
- The Apple CarPlay icon is left on the screen when the USB cable for an iPhone is disconnected,
- The rear view monitor turns to black when the transmission is shifted into reverse right after the engine is started,
- A guidance message is accompanied by a pop noise when using Apple CarPlay.
- The system reboots when the ignition is turned ON when an iPhone and a USB memory stick are connected

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- The system may reboot while the disclaimer notice screen is shown.
- The USB connections may be disrupted when the ignition is turned ON with two USB devices connected and the navigation SD card in the slot, .

(From Version 7000C0A-NA01\_10012 and later)

- The right most gauge for the last one minute shows the maximum level when the ignition is turned OFF and ON while displaying the Average Fuel Efficiency History.
- The rear view does not appear soon enough when the transmission is shifted into reverse right after the map is displayed the first time,.

Customers having this concern should have their vehicle repaired using the following repair procedure.

## REPAIR PROCEDURE

1. Verify customer concern.
2. Update MAZDA CONNECT with software version 7000C0A-NA01\_10018or later using the 7TH GEN MAZDA CONNECT Update Instructions on MGSS.

**CAUTION:** More than one software version can be placed on a memory stick, but Mazda recommends placing only one version on a memory stick to avoid updating the system with the wrong version.

3. Verify repair.

## WARRANTY INFORMATION

### NOTE:

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	61
Damage Code	9W
Part Number Main Cause	5555-RP-CMU
Quantity	0
Operation Number / Labor Hours:	XXS1HXFX / 0.4 Hrs.

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