DRW46 – 2023MY CX-50 – Apple Car Play/Android Auto (AA/CP) Update

SUBJECT VEHICLES

Model	Subject VIN range	Subject build date range
2023MY CX-50	7MMV**** 100771 - 101259	From March 1, 2022 through March 10, 2022

The asterisk symbol "*" can be any letter or number and only 39 vehicles are affected.

Outline of Repair

1. Perform a Warranty Vehicle Inquiry using your eMDCS System.   Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

    eMDCS System – Warranty Vehicle Inquiry Results:

If eMDCS displays:	Action to perform:
DRW46 OPEN	Proceed to "B. REPAIR PROCEDURE".
DRW46 CLOSED	Return vehicle to inventory or customer.
DRW46 IS NOT PRESENT	Does not apply to this vehicle. Return vehicle to inventory or customer.

    Vehicle may have multiple campaigns

Outline of Repair:

The Apple Car Play/Android auto application needs a CMU software update to function properly. The affected subject vehicles will be updated by USB. You must ensure this updated is completed prior to delivery of the vehicle to the customer.

Update the CMU software according to following procedure.

1. **Access Mazda Connect updates on MGSS and scroll down to Gen 7 Mazda Connect Update Files and prepare the USB with the current software version 7000C0A-NA05_11014 released March 23, 2022.**

2. **Go to MGSS -> Infotainment/TCU -> MAZDA CONNECT Updates -> GEN 7 MAZDA CONNECT UPDATE FILES -> 2023 CX-50 -> 7000C0A-NA05_11014**

3. Infotainment CMU software update instructions are available at MGSS -> Infotainment/TCU -> MAZDA CONNECT Updates -> GEN 7 MAZDA CONNECT SOFTWARE UPDATE INSTRUCTIONS.

   NOTE: In step 5 of this procedure please follow the diagram of EXCEPT CX-5 and CX-9

4. Be sure that you have performed step 17 of the software update instructions and used MDARS to identify the vehicle and clear the codes.   This will send ODR data which will be checked and confirmed the proper software was loaded.

   Claim denial will result if the CMU was not properly updated or if Mazda does not receive the ODR data.

END OF REPAIR PROCEDURE

CONDITION OF CONCERN

The software in the vehicles below needs to be updated to the latest version. The affected vehicles were built with an older version of the software and AA/CP functions may not work correctly.

Causal factor/Repair: AA/CP functions have outdated software. Update software for Apple Car Play and Android Auto using 7th Gen Software Update Procedure.

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WARRANTY CLAIM INFORMATION – Claims can be entered beginning March 31, 2022

	Reprogramming of active driving display
Process Number	J2202A
Symptom Code	99
Damage Code	99
Part Number Main Cause	5555-22-003A
Quantity	0
Labor Operation Number	YY824XRX
Labor Hours	0.3 hrs.

THERE IS NO RENTAL VEHICLE INFORMATION FOR THIS DRW