

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (CX-5 AND CX-9 WITH 7TH GEN TYPE)	<b>Bulletin No.:</b> 16-002/22
	<b>Last Issued :</b> 05/09/2022

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

2021-2022 CX-5 with 7G type MAZDA CONNECT  
2021-2022 CX-9 with 7G type MAZDA CONNECT

### DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 7000C0A-NA03\_11026 or later).

(Ver. 7000C0A-NA03\_11026)

- The system may reboot repeatedly right after starting the vehicle, and removing the navigation SD card stops the rebooting.

(Ver. 7000C0A-NA03\_11024)

- Place markers setting may not keep the change and it may return to the default setting.

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

### REPAIR PROCEDURE

1. Verify the customer concern.
2. Update MAZDA CONNECT with software version 7000C0A-NA03\_11026 or 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 the repair.

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

**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	5555-66-9C0
Quantity	0
Operation Number / Labor Hours:	XXT8BXFX / 0.2 Hrs.

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