

Subject: UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (2021-2022 MAZDA3 AND CX-30)	Bulletin No.: 16-005/22
	Last Issued : 08/17/2022

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS:

2021-2022 Mazda3 (Japan Build) with VINS from JM1BP*****400001 to 510379 (produced from July 1, 2021 to December 25, 2021)

2021-2022 Mazda3 (Mexico Build) with VINS from 3MZBP*****250001 to 301184 (produced from July 1, 2021 to February 3, 2022)

2021-2022 CX-30 with VINS produced from 3MVDM*****300001 to 408015 (produced from July 1, 2021 to February 3, 2022)

DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Ver. 7000C0A-NA06_12012 or later).

(Ver. 7000C0A-NA06_12012)

- Screen freezes and goes to white screen, then the system reboots.
- Steering switches and commander switches cannot control the audio system.
- If another incoming call comes in immediately after the hands-free call is ended, the call automatically accepted.
- It takes time to establish Bluetooth® connection.
- DTC U3000:49 is stored which may be accompanied with following symptoms.
 - No sound comes out from the speakers.
 - Audio source selection is unavailable.
- The vehicle icon rotates when using the navigation with head-up mode.
- The system reboots when operating the audio source screen.
- Audio stops playing when using Apple CarPlay™.
- Audio is muted when using Apple CarPlay™.

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-NA06_12012 or later using the 7TH GEN MAZDA CONNECT Update Instructions on MGSS.

CAUTION: More than one software version can be placed on a USB 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-RP-CMU
Quantity	0
Operation Number / Labor Hours:	XXT8BAFX / 0.2 Hrs.

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