

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (2021-2022 MAZDA3 AND CX-30 WITHOUT TURBO)	Bulletin No.: 16-005/22
	Last Issued : 10/17/2022

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
16-005/22	08/09/22

APPLICABLE MODEL(S)/VINS:

2021-2022 Mazda3 (Japan built **without turbo**) with VINS from JM1BP*****400001 to 510379 (produced from July 1, 2021 to December 25, 2021)

2021-2022 Mazda3 (Mexico built **without turbo**) with VINS from 3MZBP*****250001 to 301184 (produced from July 1, 2021 to February 3, 2022)

2021-2022 CX-30 (**without turbo**) 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 fixes these software errors (bugs):

- 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.

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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.

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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