

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (CX-50)</b>	<b>Bulletin No.: 16-001/23</b>
	<b>Last Issued : 01/10/2023</b>

## BULLETIN NOTES

All Mazda Connect vehicles in new car inventory must be updated to the software version listed below in this TSB as part of the New Car Ready Step 3 process. Make sure the new vehicle specialist receives a copy of this bulletin.

### APPLICABLE MODEL(S)/VINS

2023 CX-50

## DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 7000C0A-NA05\_11022).

**NOTE:** Over-the-air update (OTA) for MAZDA CONNECT is now available in the U.S. and Canada (CX-50 only). The instructions for OTA are posted in MGSS and on MUSA for the customer. The update can also be performed using a USB memory stick.

### NOTE:

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- Android and Android Auto™ are registered trademarks of Google LLC.
- The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc.

### (Ver. 7000C0A-NA05\_11022) fixes these software errors (bugs):

- In very rare cases, the screen does not show a proper picture when receiving the Sirius XM data.
- When using the navigation with head-up mode, the vehicle icon rotates.
- A beep sounds every couple of minutes.
- The language setting may not be accepted correctly.
- The audio track may not pause when pressing the mute button.
- The screen freezes when a smartphone receives messages under Bluetooth® connection.
- The system cannot accept changing the audio source into Bluetooth® from the wireless CarPlay™.
- The vehicle location does not match on the navigation map.
- A distance to the next turn-by-turn point does not change on the Active Driving Display when using CarPlay™ navigation.
- The system fails to establish a wireless CarPlay™ connection.

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

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**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.

**REPAIR PROCEDURE**

1. Verify the customer concern.

2. Update MAZDA CONNECT with software version 7000C0A-NA05\_11022 or later using MAZDA CONNECT OTA Update Instructions or with a USB memory stick using the 7TH GEN MAZDA CONNECT Update Instructions.

**NOTE:** Support the customer in updating MAZDA CONNECT using OTA update at first. If a customer is having difficulty completing an OTA update or if the OTA update cannot be completed after multiple attempts, update the software of the CMU with a USB memory stick.

**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.

**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:	XXW94XFX / 0.2 Hrs.

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