

# 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> 16-002/23
	<b>Last Issued :</b> 01/23/2023

## 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.

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

Previous TSBs:	Date(s) Issued:
16-002/22	07/28/22 and 05/09/22

## APPLICABLE MODEL(S)/VINS

2021-2023 CX-5 (with 7G type MAZDA CONNECT)

2021-2023 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\_11048 or later).

### (Ver. 7000C0A-NA03\_11048) fixes these software errors (bugs):

- The screen does not show a proper picture when receiving SiriusXM data.

### (Ver. 7000C0A-NA03\_11046) fixes these software errors (bugs):

- The vehicle icon rotates when using the navigation with head-up mode.
- The system reboots when operating the audio source screen.
- If another incoming call comes in immediately after the hands-free call is ended, it is automatically accepted.
- Audio tracks stop playing or are muted when playing them using the Apple CarPlay™.
- The system may reboot.
- A beep sounds after every couple of minutes.
- Language setting may not be accepted correctly.
- The screen shows "Phone in use" message and it stops playing audio tracks while playing audio tracks using CarPlay™ and refusing the incoming call.
- The audio track may not pause when pressing the mute button.
- The screen freezes when smartphone receives messages under Bluetooth® connection.
- The system does not resume a play list after editing it for an USB audio device.

**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.

**Ver. 7000C0A-NA03\_11040 fixes these software errors (bugs):**

- The system may reboot.

**Ver. 7000C0A-NA03\_1138 fixes these software errors (bugs):**

- 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 system reboots.

**Ver. 7000C0A-NA03\_11032 fixes these software errors (bugs):**

- Update detail screen shows incomplete sentence and trying to scroll to the beginning of the sentence leads to the whole sentence disappearing.
- Turning the main power off may lead to a reboot while playing audio tracks using Android Auto™ and displaying the map using Android Auto™.
- Voice command may not be recognized.
- Turning the main power on may lead to a reboot after connecting a device to use Apple CarPlay™.
- Android Auto™ may fail to connect.
- The 360° view monitor screen may be overlaid with the home screen.
- DTC for disconnection of the mic may be stored in the CMU after updating the emergency call unit (TCU in MDARS) software.
- If the volume knob is pressed and held to turn the power off while adjusting Fader/Balance, the lines showing current setting for Fader/Balance may not appear the next time the power is turned on.
- Turning the main power off may cause the display to keep turning on while using Android Auto™.
- The parking sensor screen may freeze after particular operations.
- Track selection using voice command may result in the error message "Too many tracks. This function is not available".
- After selecting certain speed for the speed alarm, re-opening the screen shows default setting instead of the selected one while multiple USB devices are connected.
- The device name may not appear when connected using CarPlay™.
- DTC U2301:56 may be stored after installing an accessory device.
- Album artwork may not appear when playing music using a USB connected iPhone.
- Android Auto™ may not appear on the entertainment screen.
- The screen may turn black when using CarPlay™.
- The screen may freeze when a Bluetooth® device is disconnected.
- The destination may not be registered when a destination is sent via MyMazda application.
- When it reboots, registered information for a paired Bluetooth® device may be lost.
- The center display may turn black when the gear is shifted from reverse position to park position.
- Steering switch operation for auto-tuning may erase the banner when listening to the radio.
- Screen freezes and goes to white screen, then the system reboots.
- The audio selection switch does not work.
- If another incoming call comes in immediately after the hands-free call is ended, it is automatically accepted.
- It takes time to establish Bluetooth® connection.

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- Mobile911 function may not place a call while no Bluetooth® device is connected.
- Mobile911 function may not place a call when using CarPlay™.

**Ver. 7000C0A-NA03\_11026 fixes these software errors (bugs):**

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

**Ver. 7000C0A-NA03\_11024 fixes these software errors (bugs):**

- 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\_11048 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.

**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:	XXW9GAFX / 0.2 Hrs.

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