



MAZDA DEALER EMAIL

March 25, 2022

Attention: Mazda General, Parts and Service Managers

Subject: Dealer Rework (DRW) 46 – Apple Car Play/Android Auto (AA/CP) Software Update & DRW47 – Warranty Information Booklet – Affecting 2023MY CX-50 Vehicles

Mazda Dealer Partners,

Mazda Motor Corporation has decided to take corrective action with 2 separate Dealer Rework campaigns on certain 2023MY CX-50 vehicles built at MTM (Mazda Toyota Manufacturing Alabama Plant).

DRW 46 – Apple Car Play/Android Auto (AA/CP) Software Update

Concern & Repair Outline:

The Apple Car Play and Android Auto (AA/CP) software in the vehicles below needs to be updated to the latest version. The affected vehicles were built with an older version of the software and AA/CP functions may not work correctly. The repair will be a CMU software update via USB stick.

Number of Affected Vehicles = 39

Model	Subject VIN range	Subject build date range
2023MY CX-50	7MMV**** 100741 – 101259	From March 1, 2022 through March 10, 2022

The asterisk symbol "*" can be any letter or number and only 39 vehicles in the VIN range are affected.

DRW47 – Warranty Information Booklet

Concern & Repair Outline:

The Manual booklet kit inside the vehicle must be replaced with an updated version as the original warranty information is outdated. The repair will be to discard the old booklet kit and replace with a new version. The new booklet will be shipped UPS to the service manager at all affected dealers by March 29-30, 2022, please do not order a new booklet kit.

Number of Affected Vehicles = 42

Model	Subject VIN range	Subject build date range
2023MY CX-50	7MMV**** 100237 – 101062	From January 18, 2022 through March 17, 2022

The asterisk symbol "*" can be any letter or number and only 42 vehicles in the VIN range are affected.

For both campaigns, Dealer Inventory and Repair Procedures will be available on Mazda Global Service Support (MGSS) by end of day, March 25, 2022. Warranty Information will be available at the end of next week. Please note that keyword searching in MGSS will not be available until March 26, but a View Content search will show vehicles in the campaign. Note, some vehicles may have both DRW campaigns present.

These DRW must be completed prior to the delivery of the vehicle to the customer.

We apologize for any inconvenience the Dealer Reworks may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated, and if you have any questions regarding this DRW, please contact Dealer Recall Help on OneMazda or contact the Mazda Warranty Department at warrantydept@mazdausa.com.

Sincerely,
Travis Young
Manager, Recalls, Technical Services Division
Mazda North American Operations