

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (2023 MX-30)	Bulletin No.: 16-004/23
	Last Issued : 06/05/2023

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2023 MX-30 with VINS lower than JM1DR*****200775 (produced before March 31, 2023)

DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 7000C0A-NA10_10004).

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(Ver. 7000C0A-NA10_10004) fixes these software errors (bugs):

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

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- NA10_10004 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.

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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:	XXWCFFFX / 0.3 Hrs.

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