

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (2022 MX-30)	<b>Bulletin No.:</b> 16-005/23
	<b>Last Issued :</b> 06/22/2023

## BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
16-003/22	08/10/22

## APPLICABLE MODEL(S)/VINS:

2022 MX-30 with VINS produced before JM1DR\*\*\*\*\*101588 (produced before November 2, 2022)

## DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 7000C0A-NA02\_11046).

### Ver. 7000C0A-NA02\_11046 fixes these software errors (bugs):

- The system does not resume the play list after editing a play list for an USB audio device.
- The screen does not show proper picture when receiving SiriusXM data.

### Ver. 7000C0A-NA02\_11044 fixes these software errors (bugs):

- Beep sounds every couple of minutes.
- Language setting may not be accepted correctly.
- When refusing the incoming call while playing audio tracks using the Apple CarPlay, the screen shows "Phone in use" message and it stops playing audio tracks.
- The audio track may not pause when pressing the mute button.
- The screen freezes when smartphone receives messages under Bluetooth® connection.

### Ver. 7000C0A-NA02\_11036 fixes these software errors (bugs):

- Screen freezes and goes to white screen, then the system reboots.
- Cannot control the audio system with steering switches and command switch.
- If another incoming call comes in immediately after the hands-free call is ended, the call is automatically accepted.
- Establishing Bluetooth® connection takes time.
- 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.

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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.

- 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™.

#### Trademarks

- iPhone and CarPlay are trademarks of Apple Inc., registered in the U.S. and other countries and regions.
- Android and Android Auto are registered trademarks of Google LLC.
- The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc.

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-NA02\_11046 or later using the [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-RP-CMU
Quantity	0
Operation Number / Labor Hours:	XXWCFXFX / 0.3 Hrs.

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