

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (2021-2023 MAZDA3 AND CX-30 WITHOUT TURBO)	Bulletin No.: 16-006/23
	Last Issued : 07/25/2023

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
16-005/22	10/17/22 and 08/09/22

APPLICABLE MODEL(S)/VINS:

2021-2023 Mazda3 (Japan built without turbo) with VINS from JM1BP*****400001 to 614614 (produced from July 1, 2021 to February 10, 2023)

2021-2023 Mazda3 (Mexico built without turbo) with VINS from 3MZBP*****250001 to 366126 (produced from July 1, 2021 to March 21, 2023)

2021-2023 CX-30 (without turbo) with VINS produced from 3MVDM*****300001 to 547749 (produced from July 1, 2021 to March 21, 2023)

DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Ver. 7000C0A-NA06_12018 or later).

Ver. 7000C0A-NA06_12018 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-NA06_12016 fixes these software errors (bugs):

- A beep sounds every couple of minutes.
- The 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 a smartphone receives messages under Bluetooth® connection.

Ver. 7000C0A-NA06_12012 fixes these software errors (bugs):

- Screen freezes and goes to white screen, then the system reboots.
- Steering switches and commander switches cannot control the audio system.
- If another incoming call comes in immediately after the hands-free call is ended, the call automatically accepted.
- It takes time to establish Bluetooth® connection.
- DTC U3000:49 is stored which may be accompanied with following symptoms.

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.

- No sound comes out from the speakers.
- Audio source selection is unavailable.
- 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-NA06_12018 or later using the 7TH GEN MAZDA CONNECT Update Instructions on MGSS.

CAUTION: More than one software version can be placed on a USB 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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