

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (2021 MAZDA3 AND CX-30 WITH TURBO)	<b>Bulletin No.:</b> 16-007/23
	<b>Last Issued :</b> 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:
16-006/22	11/16/22 and 09/01/22

## APPLICABLE MODEL(S)/VINS

2021 Mazda3 2.5T (Japan built) with VINS lower than JM1BP\*\*\*\*\*351118 (produced before September 28, 2021)

2021 Mazda3 2.5T (Mexico built) with VINS lower than 3MZBP\*\*\*\*\*220671 (produced before January 6, 2022)

2021 CX-30 2.5T with VINS lower than 3MVDM\*\*\*\*\*279484 (produced before December 21, 2021)

## DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 7000C0A-NA04\_12006 or later).

### Ver. 7000C0A-NA04\_12006 and later fixes these software errors (bugs):

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

### Ver. 7000C0A-NA04\_12004 and later fixes these software errors (bugs):

- Album artwork may not appear when playing music using an USB connected iPhone.
- When the gear position is shifted into P from R, the screen may not return to the previous condition before shifting into R position.
- The screen freezes and goes to a white screen, then the system reboots.
- The steering wheel switches and commander switches cannot control the audio system.
- DTC U3000:49 is stored which may be accompanied with following symptoms:
  - No sound emitting from the speakers.
  - Audio source selection is unavailable.
- The vehicle icon rotates when using the navigation with head-up mode.
- Beep sounds every after couple of minutes.
- Language setting may not be accepted correctly.
- The audio track may not pause when pressing the mute button.
- The system reboots.
- The screen may turn black when trying to play a video file in the USB connected 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-NA04\_12002 and later fixes these software errors (bugs):**

- The center display may turn black right after starting.
- Removing the navigation SD card stops rebooting and may repeat rebooting after vehicle is restarted.

**Ver. 7000C0A-NA04\_11018 and later fixes these software errors (bugs):**

- Turning the main power off may lead to a reboot while playing audio tracks and displaying maps using Android Auto™.
- Voice commands may not be recognized.
- While a Bluetooth® device is connected, if the main power is turned off and then on quickly the Bluetooth® connection may be disconnected.
- Warning message may appear leading to a reboot.
- Turning the main power on may lead to a reboot after connecting a device to use Apple CarPlay™.
- After changing the distance unit in the system setting display, the energy efficiency unit in the EcoEnergyManagement screen may not change.
- Language selection may fail to change.
- Android Auto™ may fail to connect.
- The 360° view monitor screen may be overlaid with the home screen.
- Turning the main power off may lead to the display to keep turning on while using Android Auto™
- The parking sensor screen may freeze after particular operations.
- The track selection using voice command may result in the error message "Too many tracks. This function is not available" while multiple USB devices are connected.

**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 000C0A-NA04\_12006 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.

**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.

**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.

**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.