Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

MAZDA

Subject:	
UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (2019-2022 MAZDA3 AND 2020-2022 CX-30 WITHOUT TURBO)	**Bulletin No.: 16-008/23**
	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:
16-001/22	11/01/22, 08/24/22, 05/18/22, 05/04/22 and 03/09/22
16-002/21	12/21/21
16-001/20	10/30/20, 10/13/20, 04/08/20 and 3/04/20

APPLICABLE MODEL(S)/VINS

2019-2021 Mazda3 (Japan built without turbo) with VINS lower than JM1BP******351430 (produced before October 21, 2021)

2019-2022 Mazda3 (Mexico built without turbo) with VINS lower than 3MZBP******220951 (produced before January 13, 2022)

2020-2022 CX-30 (without turbo) with VINS lower than 3MVDM******279484 (produced before December 22, 2021)

DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 7000C0A-NA01_12006 or later).

NOTE:

- Device compatibility can be found at connect.mazda.com -> Support -> Compatibility.
- Vehicles equipped with 2.5 w/turbo are not applicable as it contains different software.

Ver. 7000C0A-NA01_12006 fixes these software errors (bugs):

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

Ver. 7000C0A-NA01_12004 fixes these software errors (bugs):

- Album artwork may not appear when playing music using an USB connected iPhone.
- The center display may turn black when the gear is shifted from reverse position to parking position.
- Screen freezes and goes to white screen, then the system reboots.
- 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 comes out from the speakers.
- ◦ Audio source selection is unavailable.
- When using the navigation with head-up mode, the vehicle icon rotates.
- 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.

Ver. 7000C0A-NA01_12002 fixes these software errors (bugs):

- The center display may turn black right after starting.
- The system may reboot repeatedly right after starting the vehicle, and removing the navigation SD card stops the rebooting.

Ver. 7000C0A-NA01_11018 fixes these software errors (bugs):

- Turning the main power off while playing audio tracks using Android Auto and displaying the map using Android Auto may lead to a reboot.
- Voice command may not be recognized.
- If the main power is turned off and then on quickly while a Bluetooth® device is connected, Bluetooth® connection may not be resumed.
- Warning message may appear leading to a reboot.
- Turning the main power on after connecting a device to use Apple CarPlay may lead to a reboot
- 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 while using Android Auto may lead to the display to keep turning on.
- After particular operations, the parking sensor screen may freeze.
- Track selection using voice command may result in the error message "Too many tracks. This function is not available." when multiple USB devices are connected.

From Version 7000C0A-NA01_11012 or later fixes these software errors (bugs):

- A "Loading" pop up message continues and it cannot move to Parking Information screen if there is no parking information around the destination.

From Version 7000C0A-NA01_11008 or later fixes these software errors (bugs):

- DTC U3000:49 (CMU internal malfunction) is detected when music play is disturbed by another mobile device application.
- Voice command for artist name or album name is not accepted with error message "Voice Recognition Unavailable. Voice Recognition commands for music are unavailable.
- There is no available metadata on this device."
- The system may reboot when the Wi-Fi services start.
- The system may freeze at the phone call screen if Bluetooth connection has been interrupted when using voice command "Call Time Signal".

From Version 7000C0A-NA01_11006 or later fixes these software errors (bugs):

- [Connected Service is in use] Authorization using One Time Password may fail.
- [While the cursor is shown in the navigation screen after a commander operation] When Talk/Pickup button is pressed and "Go Home" is spoken, the navigation screen is shown but the commander operation is not accepted and the cursor is not shown.
- The 21th title is shown at the top when using Bluetooth audio and scrolling title list to the bottom.
- The system reboots when making a call with voice command. It occurs when making a call to the contact who contains two or more single quotation marks in the phone book downloaded from a mobile phone.
- The system reboots while the disclaimer notice screen is shown.
- [Connected Service is in use] After sending destinations from Send To Car function on MyMazda app several times, the navigation may reboot because of a poor wireless connection.
- The second track on certain CDs will not play. After experiencing this, even with another CD, the track selection and control fail until the ignition is turned off.
- Voice recognition command to select a track may clear the random mode icon while it continues the random mode when using a USB audio device in random play mode,.
- The system reboots when recovering from the sleep mode.
- The parking assist screen continues to display.
- The DTC may not be detected for communication error between CMU and the Telematics communication unit.
- After adding a favorite destination for a road or street without a valid name, it appears as "Unnamed road." It should be the latitude and the longitude.
- The system may freeze when cranking right after turning the ignition on if the ignition has been turned off showing the navigation screen while playing a USB audio device.• After SMS messages are received while one of the certain system dialog (such as a disclaimer screen for AndroidAuto or CarPlay) is displayed, it may not be able to move to the communication menu.
- The system may reboot when trying Bluetooth connection using certain mobile device (Doro 7060).
- The system may reboot when using the map function on CarPlay.
- The system may not recognize AndroidAuto after turning the ignition off when using the navigation screen and playing AndroidAuto Music.
- Insufficient storm details may appear when using SiriusXM weather radio.
- The navigation may not show a green dot on the map where there is right/left turn guidance.
- When returning from the detail screen, the focus moves to Add Destination button instead of high way mode area while using navigation and displaying high way mode area. The concern occurs after moving the focus to the high way mode area using split screen button, then to the detail of high way exit.
- The background screen blinks with pop up message "Route Notification" after setting the destination in the country where the navigation map is not applicable.
- Route guidance ends just before the arrival announcement.
- The destination flag disappears just before arriving there.
- [Connected Service is in use] Route guidance may start without waiting for the OK button for SendToCar setting completion.
- The navigation may reboot when receiving big data for SiriusXM weather radar.
- Nothing appear in Turn-by-Turn display area when going off the guided route.
- SiriusXM Fuel price is not shown in colors.
- SiriusXM Weather Radar does not keep display setting for Storm after turning ACC off.

From Version 7000C0A-NA01_10048 or later fixes these software errors (bugs):

- The screen turns black if the ignition switch is turned OFF then ON within a few seconds while the opening screen appears.

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- The Google Map navigation stops after already being in use when the Android Auto application is launched,
- No warning popup message appears when another destination is added which has to cross a border with "Allow Border Crossing" unchecked.
- A warning popup message appears repeatedly when another destination is added which has to use a car shuttle train with "Allow Car Shuttle Trains" unchecked
- If the "Allow Car Shuttle Trains" setting is changed after the route is set up, the "Allow Ferries" setting changes instead.
- A wrong warning popup message appears as "The destination cannot be reached without using a ferry" when the route is set up which has to use a car shuttle train with "Allow Car Shuttle Trains" unchecked.
- Pressing the Back button leads to the Information screen instead of the previous page while using the In-Vehicle Owner's Manual.
- The Communication Setting screen and the HOME screen may appear to overlap.

From Version 7000C0A-NA01_10042 or later fixes these software errors (bugs):

- If the system freezes, it may be followed by a reboot a couple of minutes later.
- The banner message about Bluetooth Audio may not appear when turning it ON.
- An improper message appears when GPS reception is not available.
- The rear view does not appear when the transmission is shifted to reverse right after turning the ignition on.
- The current location does not move after rebooting the navigation.
- The side panel turns black if reroute search occurs while using navigation with media display in the side panel.
- No warning popup message appears when another destination is added which has to use a toll road with "Allow Toll Roads" unchecked.
- No warning popup message appears when another destination is added which has to use a Carpool/HOV Lane with "Allow Carpool/HOV Lanes" unchecked and "Allow Carpool/HOV Lanes" is checked by itself.
- In the Energy Flow Monitor, the graphic blinks during idling.
- The guidance message may not sound when the ignition is turned OFF right after the route setting.
- An abnormal Route Settings menu appears for a moment during reroute search in route setting menu instead of the notification.
- The alphabetical search is not accessible after sorting the history list in the "More Recent Destinations" when driving.
- Road names may not appear in Turn-by-Turn and Route Monitor.
- Street names may not completely appear.
- The complicated Turn-by-Turn icon may appear.
- The same destination may be registered as multiple listings in Favorite Destination if the destination has multiple addresses (ex. large facility like a golf course).
- The keyboard and footer bar may appear to overlap.
- The status bar may appear for a moment when pressing the Back key to move to Travel Information in the Country Information screen.
- Additional registering of a favorite destination may not be accepted after registering a favorite destination right after the MAZDA CONNECT boots up.• After registering a country (or state/province) other than the current location for a favorite destination, that country may appear in the country field in the Town Selection screen.
- It may take a long time until the free word search (OneBox search) screen appears after selecting the Navigation Menu Search.
- The screen flickers after switching from 3D to 2D on the View Mode screen.
- The Media panel may appear improperly.
- The traffic information for a non-relevant location may appear when a grouped traffic icon is selected on the map when using SiriusXM Traffic Plus.

From Version 7000C0A-NA01_10018 and later fixes these software errors (bugs):

- The navigation system unexpectedly makes an announcement when the driver unlocks and opens the door, even without touching the START/STOP button.

From Version 7000C0A-NA01_10017 and later fixes these software errors (bugs):

- The compass screen may be displayed instead of the map screen after the ignition is turned ON,
- The In-Vehicle Warning Messages screen displays warning comment for "MRCC (Mazda Radar Cruise Control) being not operable" and uses "30 km/h" instead of "20 mph" even when "mile" is selected in the distance setting.
- The sytem may reboot when connecting to a Bluetooth device.
- Destinations may be cleared when the ignition is turned OFF and ON while route guidance is being given.
- [Canada, Mexico] The navigation system unexpectedly announces when the vehicle passes the border to another country.• The system may reboot when too much information is received using the SiriusXM SportsFlash service.
- [Alaska (U.S.)] Point Of Interest searching may not work properly.
- The system reboots when using Apple CarPlay.

From Version 7000C0A-NA01_10015 and later fixes these software errors (bugs):

- The check box for Bluetooth connection may not be accessible after the ignition is turned OFF to ON in a few seconds.
- The device names for USB1 and USB2 may be displayed in the reverse order after the ignition is turned ON.

From Version 7000C0A-NA01_10014 and later fixes these software errors (bugs):

- There may be an excess error in the current location on the navigation screen where GPS reception is poor.
- The rear view monitor may turn black or need longer time to display during hot weather.
- The Apple CarPlay icon is left on the screen when the USB cable for an iPhone is disconnected,
- The rear view monitor turns to black when the transmission is shifted into reverse right after the engine is started,
- A guidance message is accompanied by a pop noise when using Apple CarPlay.
- The system reboots when the ignition is turned ON when an iPhone and a USB memory stick are connected
- The system may reboot while the disclaimer notice screen is shown.
- The USB connections may be disrupted when the ignition is turned ON with two USB devices connected and the navigation SD card in the slot.

From Version 7000C0A-NA01_10012 and later fixes these software errors (bugs):

- The right most gauge for the last one minute shows the maximum level when the ignition is turned OFF and ON while displaying the Average Fuel Efficiency History.
- The rear view does not appear soon enough when the transmission is shifted into reverse right after the map is displayed the first time.

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 customer concern.

2. Update MAZDA CONNECT with software version 7000C0A-NA01_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. [For 2019 Mazda3 only (Additional repair procedure)]: When the CMU is updated from older version than 7000C0A-NA01_10040, the TCU and the BCM need to be reprogrammed together to have the vehicle be ready for activation of the connected service. If they are not reprogrammed, communication error between CMU occurs.

    a. Reprogram the TCU and the BCM with the Mazda Modular Diagnostic System (M-MDS), using Mazda Diagnostic And Repair Software (MDARS) and claim the labor hours according to the warranty information shown below.

- After CMU update, an additional button appears at the right bottom corner of the screen. This means that the communication unit is unsubscribed or a Connected Service contract has been ended.
- After CMU update, "Wi-Fi Settings" is added to the Connectivity Settings but it is grayed out and not active.
- If current calibration file name in the ECU FILENAME screen is same as shown below or with later suffix, reprogramming is not necessary.

- [5HB] If the vehicle is applicable to the Mazda Service Program MSP56, performing the MSP56 repair procedure updates BCM (and LFU) to the modified version.

ECU name	Body	File name
TCU	Japan built	BDGF-67CK2-B
	Mexico built	BDTS-67CK2-A
BCM	Japan built 4-door SD	BCKA-66S02-R
	Mexico built 4-door SD	BDTS-66S02-M
	Japan built 5-door HB	BEMD-66S02-M

    b. Perform "Activation Remote Control by Smart Phone" using M-MDS. Without performing this, DTC U2050:55-TCU and/or U2050:55-BCM will be stored.
On MDARS screen, follow these steps: "Tool box" tab > "Work support" icon > "Mazda Connect" > "Activation Remote Control by Smart Phone"

4. Verify 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:	XXWE3AFX / 0.3 Hrs. (CMU reprogramming)
	[For 2019 Mazda3 only] XXWE3BFX / 0.4 Hrs. (CMU and TCU reprogramming) XXWE3BFX / 0.4 Hrs. (CMU and BCM reprogramming) XXWE3CFX / 0.5 Hrs. (CMU, TCU and BCM reprogramming)

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