

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (CX-90)</b>	<b>Bulletin No.: 16-009/23</b>
	<b>Last Issued : 09/20/2023</b>

## DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 7000C0A-NA11\_10010).

## NOTE:

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- Android and Android Auto™ are registered trademarks of Google LLC.
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### **(Ver. 7000C0A-NA11\_10010) fixes these software errors (bugs):**

- The active driving display may not show the navigation information when a navigation route has been set.
- The center display may not show the distance to the next crossing or direction etc., when a navigation route has been set. They are to be shown in the upper left or right-side area of the center display.

### **(Ver. 7000C0A-NA11\_10008) fixes these software errors (bugs):**

- An incorrect screen may be displayed when communication restriction mode is set while the Driver Personalization System is displaying the authentication result.
- An incorrect screen may be displayed when connecting to Android Auto.

Customers having this concern should have their vehicle repaired using the following repair procedure.

**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.

**REPAIR PROCEDURE**

1. Verify the customer concern.

2. Update MAZDA CONNECT with software version 7000C0A-NA11\_10010 or later using MAZDA CONNECT OTA Update Instructions or with a USB memory stick using the 7TH GEN MAZDA CONNECT Update Instructions.

**NOTE:** Support the customer in updating MAZDA CONNECT (if the vehicle is enrolled in Connected Services and the CMU log is small) using OTA update at first. If a customer is having difficulty completing an OTA update or if the OTA update cannot be completed after multiple attempts, update the software of the CMU with a USB memory stick.

**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:	XXWFEXFX / 0.3 Hrs

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