

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: NO SOUND FROM AUDIO SYSTEM OR UNABLE TO CHANGE AUDIO SOURCE	Bulletin No.: 09-039/23
	Last Issued : 11/14/2023

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

- 2020-2023 CX-30 vehicles with VINs lower than 3MV DM**** ** 586592 (Produced before Aug. 22, 2023)
- 2023 CX-5 vehicles with VINs lower than JM3 KF**** ** 292768 (Produced before July 20, 2023)
- 2024 CX-5 vehicles with VINs lower than JM3 KF**** ** 353763 (Produced before July 20, 2023)
- 2021-2023 CX-9 vehicles with VINs lower than JM3 TC**** ** 660048 (Produced before Mar. 31, 2023)
- 2023 CX-50
- 2024 CX-90 vehicles with VINs lower than JM3 KK**** ** 126101 (Produced before July 31, 2023)
- 2022-2023 MX-30 vehicles with VINs lower than JM1 DR**** ** 200909 (Produced before May 29, 2023)
- 2019-2024 Mazda3 (Japan built) vehicles with VINs lower than JM1 BP**** ** 656607 (Produced before July 31, 2023)
- 2019-2023 Mazda3 (Mexico built) vehicles with VINs lower than 3MZ BP**** ** 382135 (Produced before Aug. 22, 2023)

DESCRIPTION

Some customers may experience no sound from the audio system and/or the audio source cannot be changed. This concern may be caused by the remote tuner not operating properly under certain situations. To eliminate this concern, the remote tuner control software has been modified.

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

REPAIR PROCEDURE

1. Verify the concern by confirming the audio system volume is not muted or set to 0.
2. Confirm if any audio system DTCs are stored.
 - If any audio system DTCs are stored, this Service Information is not applicable. Diagnose the DTCs according to the online instructions on MGSS.
 - If no audio system DTCs are stored, proceed to the repair procedure below to reprogram the remote tuner control software.

NOTE: Before beginning the reprogramming procedure, explain the following points to the customer regarding the MyMazda App.

- **DO NOT** use the remote control features (remote engine start/stop, remote door lock/unlock, turn on/off hazard warning

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lights) with the MyMazda App during the repair.

- Malfunction information may be sent for the DTC detected during the repair.

1. Connect a battery charger to the vehicle.
2. Download the update file from MGSS.
3. Format a USB flash drive.
4. Download the latest software for the vehicle to a USB flash drive.

NOTE: When downloading the software file to the USB flash drive, refer to the MAZDA CONNECT Updates page on MGSS (under "Infotainment/TCU" tab), introducing precautions for reprogramming with a USB flash drive.

Use the VIN to lookup the target hardware number in the GEPC to confirm the applicable software for the subject vehicle.

Model	Target Hardware (66DR0)	HD	SATEL-LITE	File Name	Software Version
MAZDA3 (JM1) CX-9 CX-90 MX-30	BDGF	X	-	RT_7000R0A-BD GF_26016.kwi	26016
MAZDA3 (JM1) CX-9 CX-90 MX-30	BDGG	X	X	RT_7000R0A-BD GG_26016.kwi	26016
2024 MAZDA3 (J M1) CX-90	KMV7	-	-	RT_7000R0A-KM V7_24015.kwi	24015
CX-5	KJK9	X	-	RT_7000R0A-KJK 9_23014.kwi	23014
CX-5	KJL1	X	X	RT_7000R0A-KJL 1_23014.kwi	23014
MAZDA3 (3MZ) CX-30 CX-50	BDTS	X	-	RT_7000R0A-BD TS_26016.kwi	26016
MAZDA3 (3MZ) CX-30 CX-50	BDTT	X	X	RT_7000R0A-BD TT_26016.kwi	26016
CX-50	VA40	-	-	RT_7000R0A-VA4 0_24015.kwi	24015

5. Prepare the USB flash drive which contains the software file(s) to be installed.

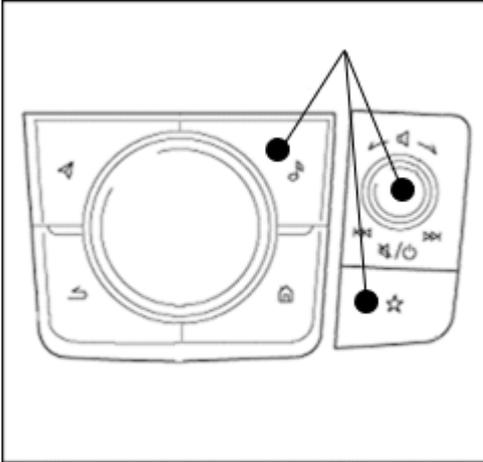
6. Turn the ignition switch to ON (engine OFF) with the push button start.

MX-30: While depressing the brake pedal, push the power switch to turn the power ON (READY ON).

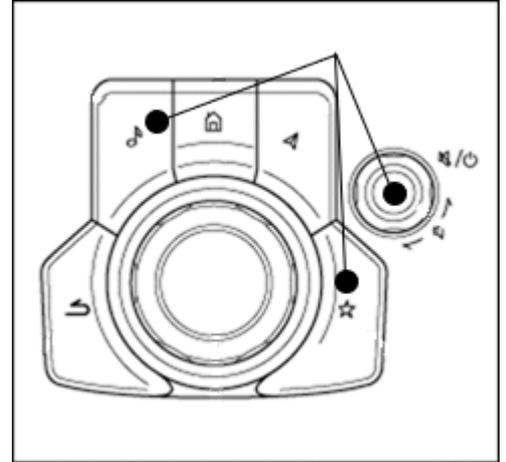
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CAUTION: To avoid damaging the remote tuner, do not remove the USB flash drive or turn the ignition switch OFF while reprogramming.

7. Insert the USB flash drive into any USB port.
8. Press and hold the "Volume" knob, then press and hold the "Entertainment" and "Favorites" buttons at the same time for 3-5 seconds. The "Factory/Service Inspection" screen will appear.



Mazda3, CX-30, MX-30, CX-50, CX-90

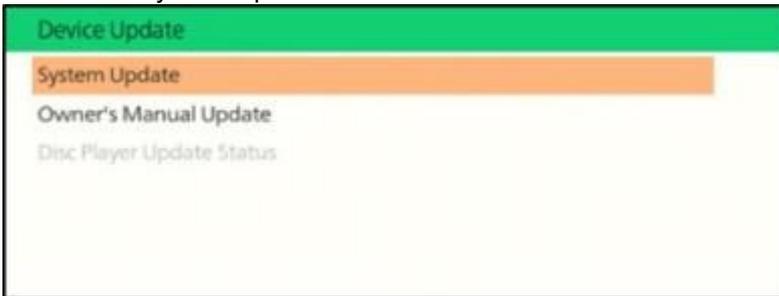


CX-5, CX-9

9. Select "Device Program Update" on the screen below.



10. Select "System Update" on the screen below.



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11. Select "USB" on the screen below to start checking for the update file.



NOTE: If the "Update file(s) not found" message appears, the wrong file may be stored in the USB flash drive or the vehicle has already been updated.

12. Confirm the correct software version is shown under "Update Version" and select "TUNER ASSY" on the screen below.

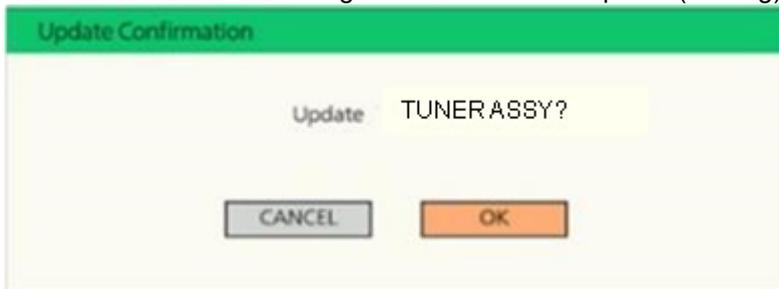


Update Version

(Refer to step 4)

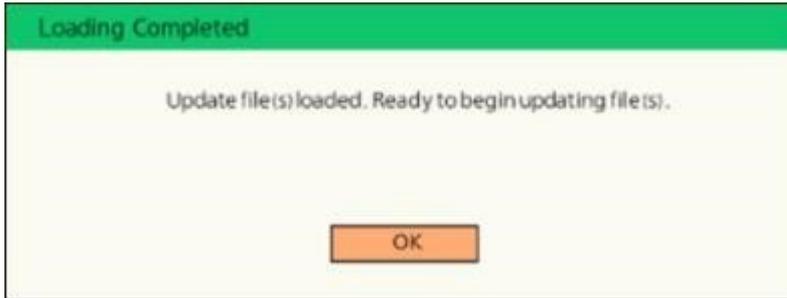
13. Select "OK" on the screen below and wait until the update (loading) is completed.

NOTE: DO NOT switch the ignition OFF until the update (loading) is completed.



14. Select "OK" on the screen below. The data update will start automatically after 10 seconds if "OK" is not selected.

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NOTE: After selecting "OK", the system will reboot and the display will turn black, followed by screens below:

- Sending update file(s)
- Checking update file(s)
- Installing update file(s)
- Completed

15. Wait until update is completed (takes approx. 10 minutes).

NOTE:

- If a warning message like "Vehicle network error" appears, continue the updating.
- If a red warning message "Update Error" appears, lock all doors and wait for 5 minutes or more so that the vehicle goes into sleep mode, then turn on the ACC position.

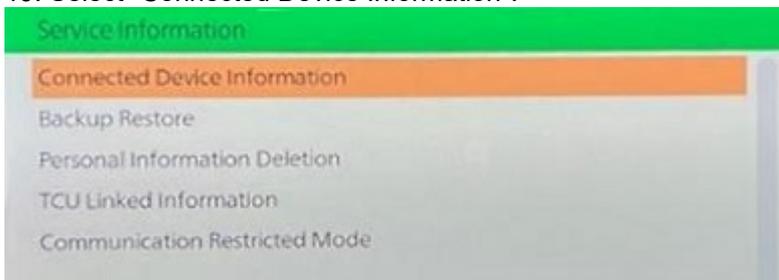
16. When the "Completed" screen appears, press the commander knob to reboot the system.

17. After rebooting is completed, remove the USB flash drive from the USB port.

18. Repeat Step 8 to move to "Factory/Service Inspection" screen and select "Service Information".

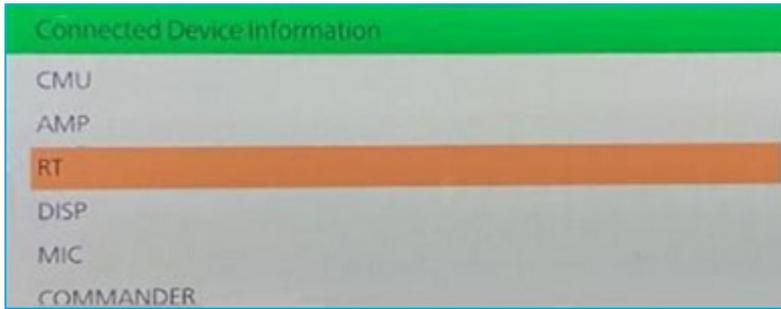


19. Select "Connected Device Information".



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20. Select "RT".



21. Confirm that the software version has been updated.



File Name

(Refer to step 4)

22. Push Return multiple times to return to the top page of the "Factory/Service Inspection" screen, then select "End Diag Mode" to return to the normal screen.

23. When the home screen appears, turn the power off.

24. Check DTC with the Mazda Modular Diagnostic System (M-MDS), using Mazda Diagnostic And Repair Software (MDARS). If any DTCs are present, clear them.

NOTE: If MDARS has been connected before starting the reprogramming, manually obtain the ODR data through the Diagnostic Data Collection menu to keep the record of the completion of the reprogramming in the central server (automatically uploaded).

- 1) Select the "Toolbox" tab.
- 2) Select the "vehicle" icon.
- 3) Select "Collect Diagnostic Information", then click "Run".
- 4) Turn the ignition ON, then select "Next".
- 5) Confirm the message "ODR collection has been successful."

25. Confirm if the ODR collection has been done successfully.

- 1) Select "Vehicle History" in the "Toolbox", then click "Run".

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2) Select "Collect Diagnostic Information (Automatic)" and confirm the result.

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	58
Damage Code	9W
Causal Part No.	5555-66-DR0
Quantity	0
Operation No. and Labor Hours	XXWGFXX / 0.3 Hrs.

NOTE: Keep a record of successful reprogramming by taking a picture of the Mazda Connect display, showing the actual software version.

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