

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (2024 MAZDA3 AND CX-30)	Bulletin No.: 16-001/24
	Last Issued : 04/19/2024

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2024 Mazda3 (both Japan and Mexico built)
2024 CX-30

DESCRIPTION

Some customers may experience the following symptoms with these software versions:
(Ver. 7230C**-NA03_10022)

- The person on the line may hear a low voice when using a Bluetooth® connected smartphone and talking with the handsfree function on a vehicle with the standard amplifier and 6 speakers..

(Ver. 7230C**-NA03_10008 [Mexico Built])
(Ver. 7230C**-NA03_10006 [Japan Built])

- The Automatic 911 dialing function may not be available when using CarPlay and moving from the mobile device list screen to the CarPlay screen.

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 one of the following software versions 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.

7230C1A-NA03_10022	US spec with NAVI
7230C5B-NA03_10022	US spec without NAVI
7230C2A-NA03_10022	Mexico spec with NAVI

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.

7230C6B-NA03_10022

Mexico spec without NAVI

NOTE:

- Before the update, connect a battery charger to the vehicle.
- After the update, check for DTCs using Mazda Diagnostic And Repair Software (MDARS). If any DTCs are present, clear them.

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	64
Damage Code	9W
Part Number Main Cause	5555-RP-CMU
Quantity	0
Operation Number / Labor Hours:	XXWN5XFX / 0.3 Hrs

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