

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (2024 CX-5)	<b>Bulletin No.:</b> 16-002/24
	<b>Last Issued :</b> 04/25/2024

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

2024 CX-5

### DESCRIPTION

Some customers may experience the following symptoms with these software versions:  
(7000C0A-NA12\_10016)

- It may not be possible to connect to the iPhone.
- The CarPlay icon may not be displayed.
- The status of an unintended check box may change when adjusting the listening position setting.
- The Android Auto screen may not appear when turning the ignition on with an android device connected.
- The person on the line may hear an echo when using a Bluetooth® connected smartphone and talking with vehicle's microphone on a vehicle with 4 speakers.
- The Automatic 911 dialing function may not be available when using CarPlay and moved from the mobile device list screen to the CarPlay screen.
- Acceptable file name of the TCU reprogramming file has been modified on the CMU.
- The speed limits guidance may be incorrectly displayed while using navigation.
- A blank space may appear in the search results when searching for navigation.
- The traffic information in the SiriusXM® may not be updated.
- An incorrect time may be displayed while synchronizing with GPS.
- Speed camera icons may not be displayed on the route while using navigation.
- Exit information may not be displayed while using navigation.
- Guidance message may not be spoken when entering a school zone.
- Guidance message for speed camera may be spoken where no speed camera is found.
- Guidance message for Congestion Charge Zone may be spoken where not applicable.

### 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.
- SiriusXM® is a registered trademark of Sirius XM Radio Inc.

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

### REPAIR PROCEDURE

1. Verify the customer concern.

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**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.

2. Update MAZDA CONNECT with software version 7000C0A-NA12\_10016 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.

**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.

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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	5555-66-9C0
Quantity	0
Operation Number / Labor Hours:	XXWMZAFX / 0.3 Hrs.

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