

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



| | |
|---|---------------------------------|
| Subject: REAR SUBWOOFER AUDIO SOUND PAUSES AT HIGH VOLUME LEVEL (Bose® AUDIO SYSTEM ONLY) | Bulletin No.: 09-029/24 |
| | Last Issued : 05/28/2024 |

BULLETIN NOTES

This bulletin supersedes the previously issued Service Alert listed below. The changes are noted in Red text.

| Previous SA: | Date(s) Issued: |
|--------------|-----------------|
| SA-058/23 | 10/06/23 |

APPLICABLE MODEL(S)/VINS

2024 CX-30 (Mexico built) vehicles with VINs lower than 3MV DM**** ** 688117 (Produced before Apr. 17, 2024)
2024 Mazda3 (Mexico built) vehicles with VINs lower than 3MZ BP**** ** 423836 (Produced before Apr. 19, 2024)
2024 Mazda3 (Japan built)

NOTE: This service information only applies to vehicles equipped with Bose® audio system.

DESCRIPTION

Some customers may experience the rear audio subwoofer sound pauses intermittently at a high volume level. When the volume level is lowered, the subwoofer audio sound returns to normal. The actual volume level where the concern occurs may vary depending on the audio source. If the audio source consists of many low frequency (40 - 70 Hz) sounds, the concern may occur at volume level 35 or higher. This concern is due to the improper control software of the audio amplifier (Bose® audio system). To eliminate this concern, the control software has been modified.

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

REPAIR PROCEDURE

1. Verify customer concern, then update the audio amplifier (AMP) control software following the steps below.

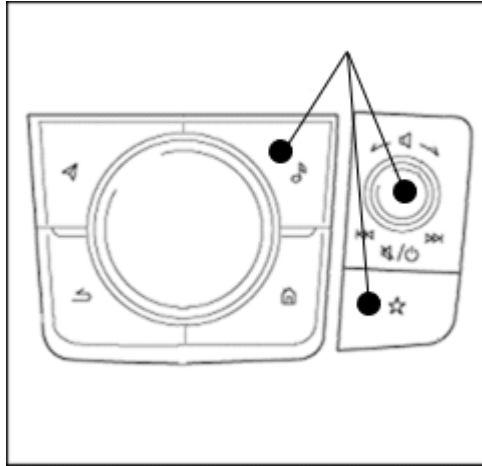
NOTE: Connect a battery charger to the vehicle.

2. Before the update procedure, if the customer is using the MyMazda App, explain the following:

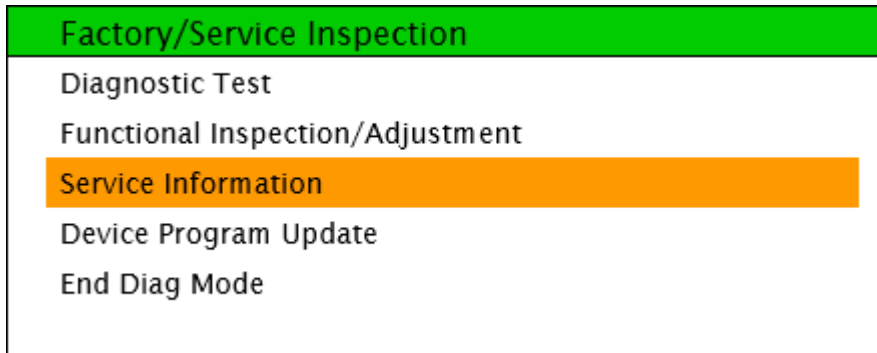
Page 1 of 7

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- During the repair, do not use the remote control features (remote engine start/stop, remote door lock/unlock, turn on/off hazard warning lights) with the MyMazda App.
 - The malfunction information may be sent for the DTC detected during the repair.
3. Confirm the part number of the AMP.
- a. Turn on ignition or ACC with push button start.
 - b. Press the volume mute button and keep pressing it.
 - c. Additionally, press the Music and Favorite buttons at the same time for 3-5 seconds and the Factory/Service Inspection screen will appear.

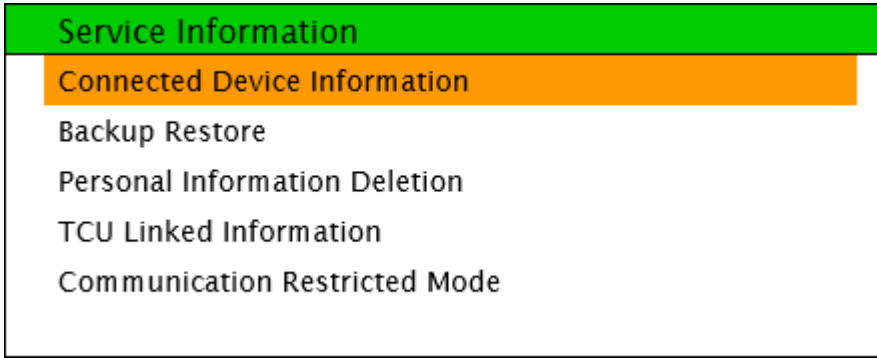


- d. Select "Service Information" on the screen below.

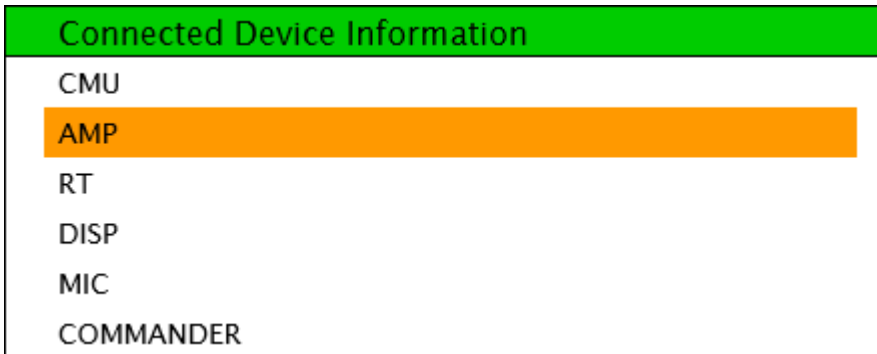


- e. Select "Connected Device Information".

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f. Select "AMP".



g. Confirm software version (1) and the part number (2) of the AMP and find out the applicable file name in the table below.

| Device Version Information | | AMP |
|----------------------------|---|--|
| Manufacturer Name | : | BOSE |
| Device Name/Ver. | : | SoftwareParNumber / 7000A0D-XXXX_10001 |
| Device Name/Ver. | : | Package / 10001 (1) |
| Device Name/Ver. | : | C / 010100 |
| Serial No. | : | 00000000000010 |
| Part No. | : | XXXX-66A20- (2) |

NOTE: If the part number (2) is not found in the table, or the software version (1) is the same or larger than the NEW one in the table, **this service information is not applicable.** Diagnose according to the instructions on MGSS online.

| Model | File Name | | Software Version (1) | Part No. (2) | Actual time to reprogram |
|-----------------------------|--------------------------------|-----|----------------------|--------------|--------------------------|
| MAZDA3 Except 2.5L Turbo | AMP_7000A0D-B HSB_10003.kwi | OLD | 10002 | BHSB-66A20-* | 10 min. |
| | | NEW | 10003 | BHSB-66A20-* | |
| MAZDA3 2.5L Turbo | AMP_7000A0D-B HME_10003.kwi | OLD | 10002 | BHME-66A20-* | 10 min. |
| | | NEW | 10003 | BHME-66A20-* | |
| CX-30 | AMP_7000A0D-D | OLD | 10001 | DPTJ-66A20-* | 10 min. |

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|---------------------|---------------|-----|-------|--------------|---------|
| Except 2.5L Turbo | PTJ_10002.kwi | NEW | 10002 | DPTJ-66A20-* | |
| CX-30 2.5L Turbo | AMP_7000A0D-D | OLD | 10001 | DNBH-66A20-* | 10 min. |
| | NBH_10002.kwi | NEW | 10002 | DNBH-66A20-* | |

4. Obtain the update software and download the update file from MGSS.

5. Format the USB.

NOTE: Confirm the USB memory has no other data on it. The USB should be used only for the AMP update to avoid security risks.

6. Download the latest software for the vehicle to the USB.

NOTE: When downloading the software file to the USB, refer to the precautions for the reprogramming with an USB.

NOTE: Regarding this Service Information, all files shown in the table can be stored in one USB as the vehicle will select the applicable file among them.

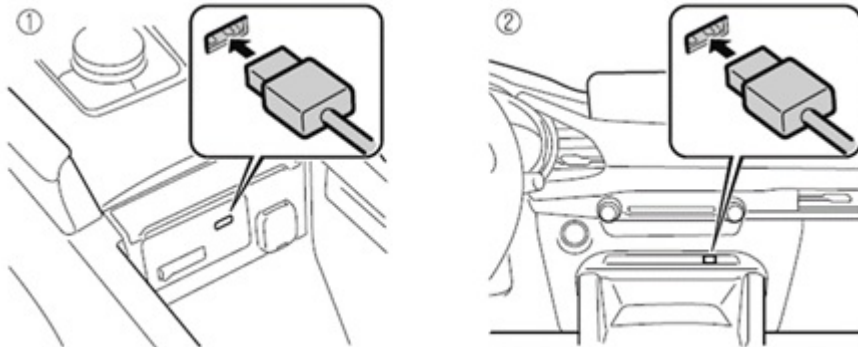
7. Prepare the USB which contains the software file(s) to be installed.

8. Turn the ignition switch to ACC or ON (engine OFF) with the push button start.

CAUTION: To avoid damaging the AMP, do not remove the USB or turn the ignition switch OFF during the reprogramming.

9. Insert the USB prepared in previous steps to the USB port.

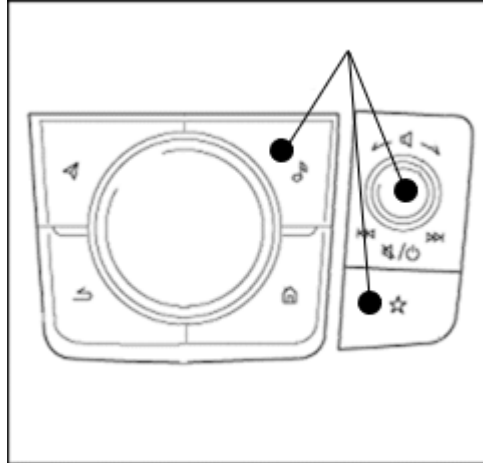
NOTE: Both USB ports are available to insert the USB.



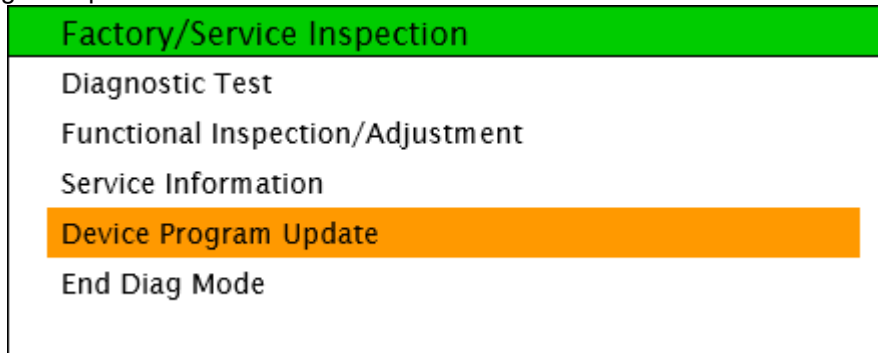
10. Press the Volume/Mute button and keep pressing it.

11. Additionally, press the Music and Favorite buttons at the same time for 3-5 seconds and the Factory/Service Inspection screen will appear.

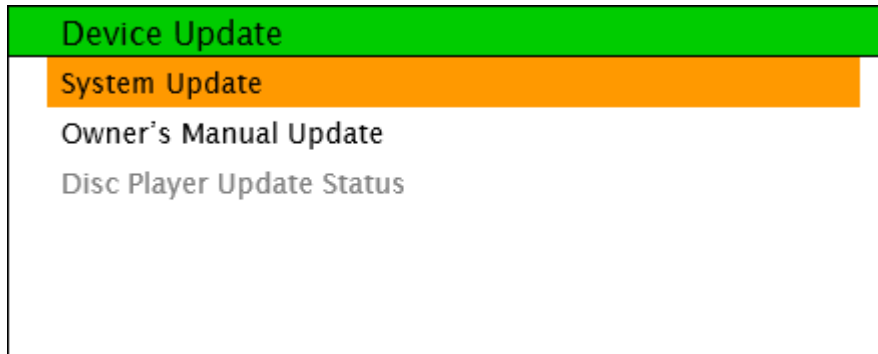
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12. Select "Device Program Update" on the screen below.

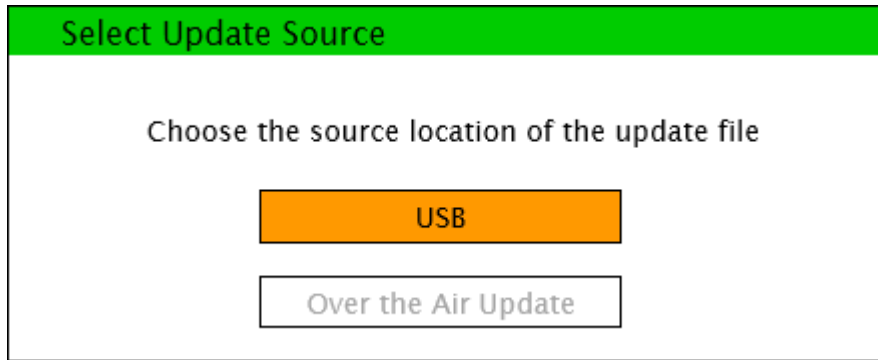


13. Select "System Update" on the screen below.



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

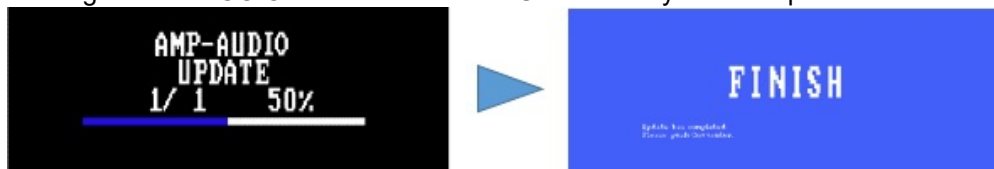
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NOTE: If “Update file(s) not found” message appears, the wrong file may be stored in the USB or the vehicle has already been updated.

15. Select “AMP-AUDIO” and follow the instructions on the screen.

NOTE: DO NOT switch ignition or ACC OFF and remove the USB memory until all update files have been installed.



16. Wait until update is completed.

17. Remove the USB from the USB port.

18. Press the commander knob to reboot the system.

19. Confirm that the software version (1) has been updated according to the instruction in step 2.

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

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

22. 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.”

23. 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 Code | A |
| Symptom Code | 58 |
| Damage Code | 9W |
| Causal Part No. | 5555-66-A20 |
| Quantity | 0 |
| Operation No. and Labor Hours | XXWPGXFX / 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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