

MSP61 - CX-30 (DM) and Mazda3 (BP) - Connectivity Master Unit (CMU) software concern

DESCRIPTION

When using a Bluetooth® connected smartphone and talking with handsfree function on a vehicle with 6 speakers, the person on the other end of the line may have difficulty hearing the driver's voice.

OUTLINE OF REPAIR:

Reprogram the CMU software using a USB memory stick.

COVERAGE LIMITATION:

- Vehicles under 3 year/36,000 mile warranty: All repairs in MSP60 will be covered under Mazda's New Vehicle Limited Warranty.
- Vehicles outside the 3 year/36,000 mile warranty: Please submit to Warranty pre-authorization. The repair will be reviewed on a case by case basis.

ALL RETAIL, CPO, USED OR UNSOLD IN-STOCK VEHICLES:

When an applicable retailed vehicle is brought into the dealer for any type of repair or scheduled maintenance, review the "Warranty Vehicle Inquiry" page in eMDCS to check the status of MSP61. If the status is "OPEN" for MSP61, repair the vehicle according to the procedures contained in this service bulletin.

A. VEHICLE INSPECTION PROCEDURE

1. Verify the vehicle is within the following VIN range:

Model	Subject VIN range	Subject production date range
CX-30 (MMVO)	3MVDM**** RM 600012 - 697060	From August 22, 2023 through May 15, 2024
Mazda3 (MMVO)	3MZBP**** RM 400011 - 426880	From September 5, 2023 through May 15, 2024
Mazda3 (MC)	JM1BP**** R1 650008 - 717608	From May 25, 2023 through March 19, 2024

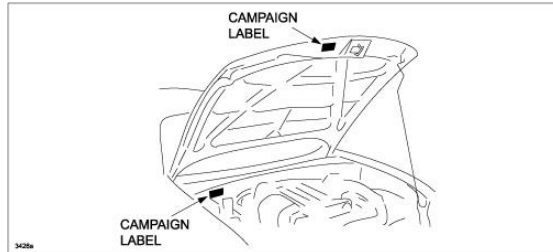
The asterisk symbol "*" can be any letter or number and only 64,767 U.S. vehicles in the VIN range are affected.

If the vehicle is within the above VIN and production date ranges and "MSP61" appears in eMDCS Warranty Vehicle Inquiry, proceed to Step 2.

- If the vehicle is not within the above VIN and production date ranges and MSP61 does not appear in eMDCS Warranty Vehicle Inquiry, return the vehicle to the customer or inventory.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect the vehicle for a Campaign Label MSP61 attached either to the vehicle's firewall, hood or driver door/door jambs. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Verify the campaign number as the vehicle may have multiple labels.



eMDCS System - Warranty Vehicle Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action Required:
"Campaign: MSP61 Open"	Present	Contact the Warranty Hotline at (877) 727-6626, option 3 to update vehicle history
	Not Present	Proceed to "REPAIR PROCEDURE"
"Campaign: MSP61 Closed"	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply it to vehicle's bulkhead or hood
"Campaign: MSP61 Open" or "Closed" is not	Does not	Campaign does not apply to this vehicle. Return the vehicle to inventory or customer

Technician Certification level required: Certified or above.

Note: Technician repairing needs to be Certified or above and does not need to be Senior or Master as long as they have had the required training for using MDARS.

Section A: Tool Information

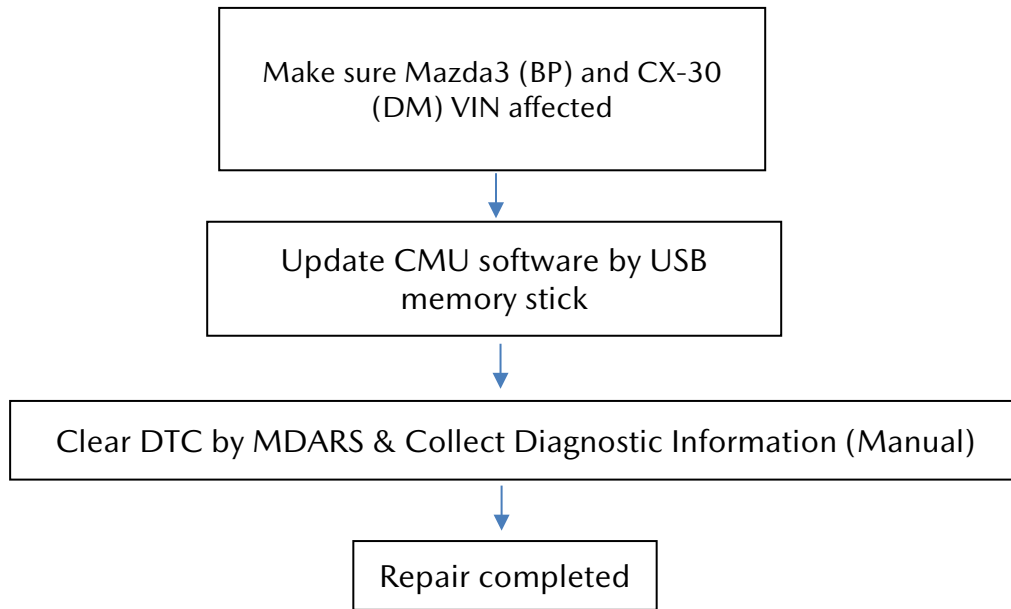
Description	Part Number	Quantity	Note
USB memory stick (Type A or C)*	Dealer Supplied	1	USB memory stick formatted to FAT32 is required.
USB-C to A adapter	Dealer Supplied	1	Optional, if vehicle only has USB-C ports and USB stick is type A

* Check and confirm what type of USB port is available in the affected vehicle before repair.

Section B: Flow Chart



NOTE: You must clear any DTC's (diagnose and repair) before performing any campaign repair. Any campaign repair will NOT fix/clear a DTC issue. Once the DTC issue is repaired, then start the repair process for campaigns.



-----END OF SECTION A & B -----

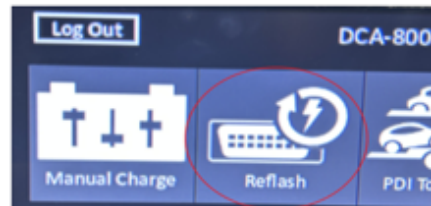
Section C: Repair Procedure - Update CMU software by USB memory stick

CAUTION: PLEASE READ BEFORE REPAIR

Service caution during reprogramming for ECU(s)

During reprogramming, connect battery charger to the vehicle to stabilize voltage fluctuation. If missing, it may cause damage to ECUs due to decreasing voltage.

7th generation vehicle will control to turn on headlight forcibly during reprogramming due to change CAN communication. Please use the "Reflash" setting in the charger, which will keep the voltage stable. The setting voltage must be between 12 -13V.



Prepare the USB memory stick that contains following “kwi” files. Check and confirm what type of USB port is available in the affected vehicle and format a USB memory stick Type-A or C by FAT32 accordingly.

NOTE: Confirm the USB memory stick has no other data on it. The USB memory stick should be used only for the CMU update to avoid any security risks. [TO DOWNLOAD THE LATEST CMU kwi files GO HERE:](#)

Market	Spec.	Plant	Target ECU (Hardware #)	File Name (New)	Time
US/Canada	with NAVI	Japan	BJFN-66-9C0*	7230C1A-NA03_10022	12 min
		Mexico	DRVP-66-9C0*		
	without NAVI	Japan	BJFP-66-9C0*	7230C5B-NA03_10022	
		Mexico	DRVR-66-9C0*		
Mexico	with NAVI	Japan	BJFR-66-9C0*	7230C2A-NA03_10022	
		Mexico	DNBJ-66-9C0*		
	without NAVI	Japan	BJHF-66-9C0*	7230C6B-NA03_10022	
		Mexico	DRVT-66-9C0*		

1. Download the latest CMU software to the USB memory stick.
2. Update CMU software according to the procedure detailed in Service Information [‘E020/20 – SOFTWARE UPDATE PROCEDURE FOR 7G TYPE MAZDA CONNECT’](#).
3. Make sure that the resultant file is up to date or a later version than in the table.
4. **Do not disconnect MDARS from the DLC-2 and move to step 5.**

Note:

- If any DTCs should remain after performing DTC erase, diagnose the DTCs according to the appropriate troubleshooting section of the Workshop Manual before moving to the next step.

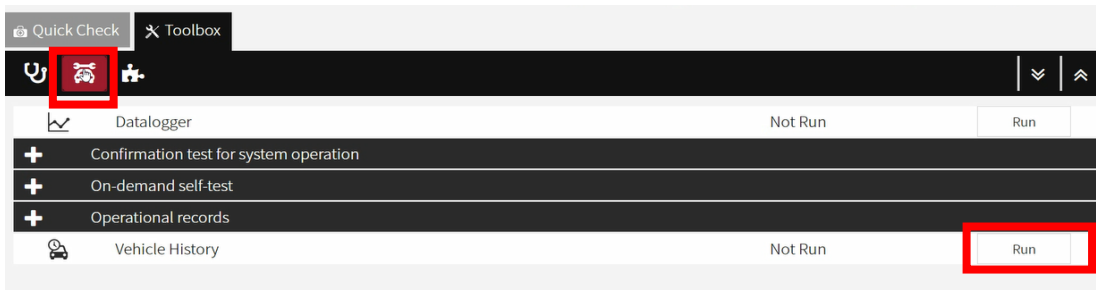
Collect Diagnostic Information (ODR Update) – Upload of Data

WARNING! FAILURE TO PERFORM COLLECT DIAGNOSTIC INFORMATION ODR UPDATE WILL RESULT IN CLAIM DENIAL, CAMPAIGN REMAINING IN OPEN STATUS AND VEHICLE HAVING TO COME BACK TO REDO THE DATA PUSH

If the software file is up to date – or the calibration file is equal to or higher than the suffix in the table, the unit is already modified. If this is the case proceed with Collect Diagnostic Information (Manual) Update.

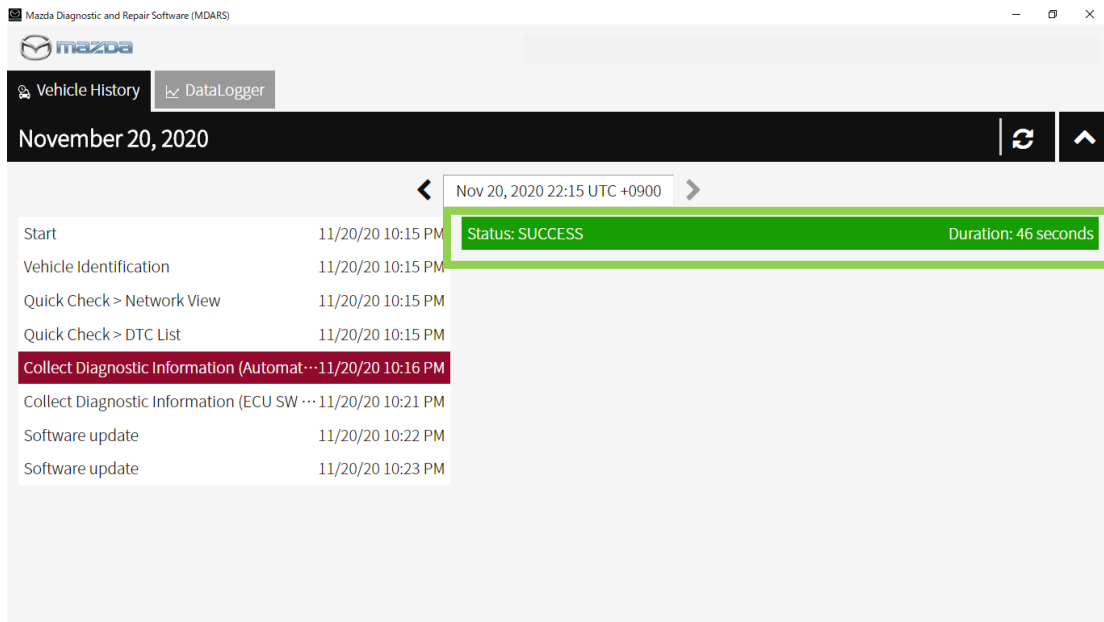
Upload Data - Proceed to perform Collect Diagnostic Information (Manual)

5. Open the vehicle history on toolbox tab.



6. Click the 'Collect Diagnostic Information (Automatic)' and make sure the status is 'SUCCESS' In green on the right. If there is more than one repair (such as SSPD7), you only need to do one verification for all software updates, it is not necessary to confirm the 'Collect Diagnostic Information' after required module reprogram every time. Move to the next step.

Only the latest "Collect Diagnostic Information" is the considered valid and that needs to show "SUCCESS"



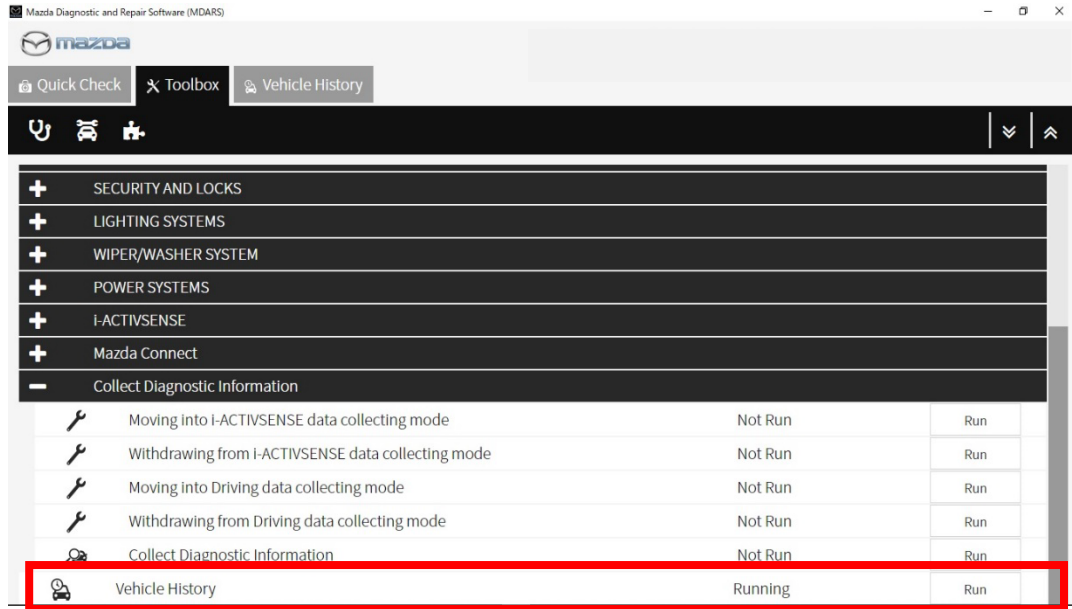
CAUTION: If the status is 'FAILURE', the Collection Diagnostic Information (latest vehicle information) has not been submitted to the server, continue with steps

Status: FAILURE

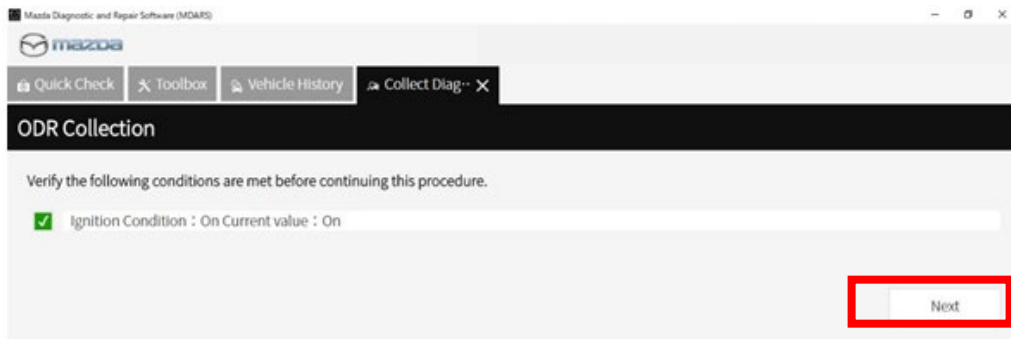
Duration: 1 seconds

below.

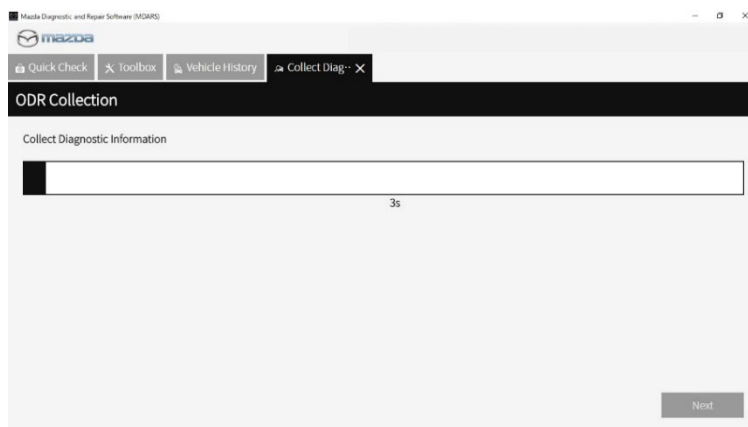
7. 'Collect Diagnostic information' then click 'Run' at the tool box tab.



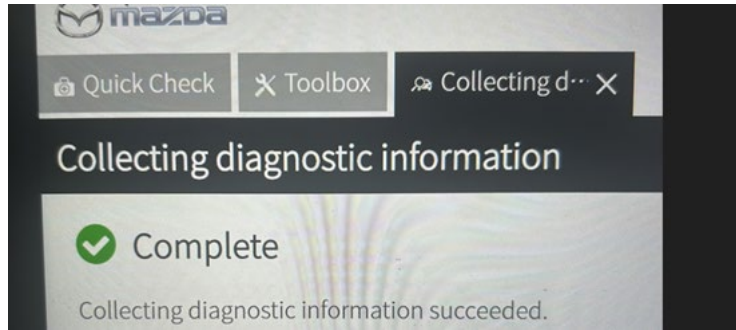
8. Click 'Next'



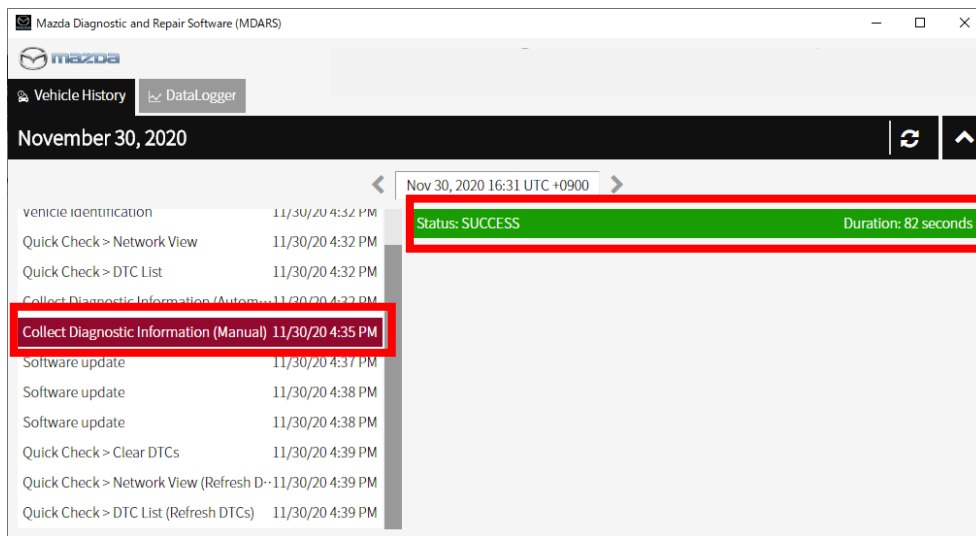
9. This may take around 60 seconds.



10. MDARS has collected data and confirmation has been sent to the server.



11. Check to make sure "Collect Diagnostic Information (Manual) appears and Status shows 'SUCCESS' in green. ***If this step is not completed, your warranty claim will not be approved and the customer will need to return for a re-repair.***



IMPORTANT NOTE

- All vehicles are required to "Collect Diagnostic Information (Manual) ODR Upload" after the software update has been completed. If this collection is not uploaded successfully, or if one or more software updates are missed or done incorrectly, this MSP61 will remain Open and the warranty claim will not be paid. Dealers will then be required to contact the customer to bring the vehicle back to correct the concern.
- Please wait up to 30 minutes after completing the MSP61 operation before submitting the warranty claim.

12. Proceed to **Section D. Campaign Label Installation**

-----END OF SECTION C-----

D. Campaign Label Installation

1. Fill out a "Campaign Label" (9999-95-065A-06) with Campaign No: "MSP61", your dealer code, and the repair date. **It is OK to bundle multiple campaigns on one label as long as each campaign is legible.** Use more than one label if necessary.
2. Affix it to the hood or bulkhead as shown:

CAMPAIGN LABEL

CAMPAIGN NO: _____

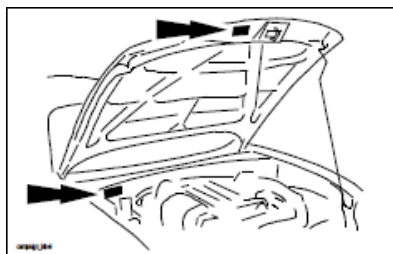
DEALER CODE: _____

DATE: //

PIN 9999-95-065A-06

1328

3. Return the vehicle to the customer.



END OF REPAIR PROCEDURE