

Mazda Service Program (MSP61) - 2024 CX-30 and 2024 Mazda3, equipped with 6 speakers Connectivity Master Unit (CMU) software concern

CONDITION OF CONCERN

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. Causal factor: Inappropriate Connectivity Master Unit (CMU) software

COVERAGE LIMITATION:

- Vehicles under 3 year/36,000 mile warranty: All repairs in MSP61 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.

OUTLINE OF REPAIR:

Reprogram the CMU software using a USB memory stick. Please refer to the Repair Procedure document on MGSS for further details.

SUBJECT VEHICLES

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

The asterisk symbol "*" can be any letter or number.

OWNER NOTIFICATION

No owner notification is required, but the dealer should explain the purpose of repairing this MSP before starting the repair. This repair is required for all applicable vehicles currently in dealer inventory and when an affected, retailed vehicle is brought into the dealer for any type of repair or scheduled maintenance.

PARTS INFORMATION

Other than the required campaign label below, there are no parts required for this repair.

Description	Part Number	Quantity	Note
Campaign Label	9999-95-065A-06	1 order=50 labels	Obtain in Mazda e-Store

TOOLS 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-A to C 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.

WARRANTY CLAIM PROCESSING INFORMATION

- This repair will be covered under Mazda’s New Vehicle Limited Warranty
- Additional diagnostic time cannot be claimed for this repair.

	CMU software re-programming
Process Number	AR038A
Symptom Code	99
Damage Code	99
Part Number Main Cause	7777-SP-Y43
Quantity	0
Labor Operation Number	XXWRPFX
Labor Hours	0.3 hrs.

- 1) All vehicles are required to “Collect Diagnostic Information (ODR Upload)” after the software update has been completed. If this 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.
- 2) Please wait up to 30 minutes after completing the MSP61 operation before submitting the warranty claim.

There is no Rental Vehicle Program for this MSP.