

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (CX-50)	Bulletin No.: 16-004/24
	Last Issued : 10/15/2024

BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted in Red.

Previous TSBs:	Date(s) Issued:
16-001/23	01/10/23

APPLICABLE MODEL(S)/VINS

2023-~~2024~~ CX-50

NOTE: All Mazda Connect vehicles in new car inventory must be updated to the software version listed below in this TSB as part of the New Car Ready Step 3 process. Make sure the new vehicle specialist receives a copy of this bulletin.

DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 700C0A-NA05_11026).

NOTE: If current version is not 700C0A-NA05_****, this TSB is not applicable.

NOTE:

- iPod, iPhone, and Apple CarPlay™ are registered trademarks of Apple Inc.
- Android and Android Auto™ are registered trademarks of Google LLC.
- The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc.

(Ver. 700C0A-NA05_11026) fixes these software errors (bugs):

- The Mazda Connect system restarts when the ACC is turned on.
- The system does not resume the play list after editing a play list for a USB audio device.
- The customization setting value may change after removing and reinstalling the battery.
- Video files in a USB connected device may not be played.
- Connection with iPhone may fail.
- CarPlay icon may not appear while CarPlay is connected.
- Smartphone device name may not be displayed in the "Set Phone Connection Order".
- The screen image may not appear correctly while CarPlay is connected.
- The center display may not show proper image when Bluetooth® device connection order is set to user favorite order, and an iPhone, that is new for the Bluetooth® connection, is connected using CarPlay.
- Video files in a USB connected device may not be displayed when the ignition is turned on 10 minutes after previous turning off of the ignition while playing the video file.
- Android Auto screen may not appear if the ignition is turned on while an Android device is connected.

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.

- Calling to Mobile911 may not be available after opening CarPlay display from the mobile device list display when connecting to CarPlay.
- The CarPlay wireless connection may fail.
- Turning the ignition OFF and then ON takes time to reconnect while Bluetooth® audio is playing.
- Turning the display OFF and then ON does not show the song information while a song is paused on the CarPlay screen.
- The smartphone may not be charged when a smartphone is connected to a USB port while connected to Wireless CarPlay.

(Ver. 7000C0A-NA05_11022) fixes these software errors (bugs):

- In very rare cases, the screen does not show a proper picture when receiving the Sirius XM data.
- When using the navigation with head-up mode, the vehicle icon rotates.
- A beep sounds every couple of minutes.
- The language setting may not be accepted correctly.
- The audio track may not pause when pressing the mute button.
- The screen freezes when a smartphone receives messages under Bluetooth® connection.
- The system cannot accept changing the audio source into Bluetooth® from the wireless CarPlay™.
- The vehicle location does not match on the navigation map.
- A distance to the next turn-by-turn point does not change on the Active Driving Display when using CarPlay™ navigation.
- The system fails to establish a wireless CarPlay™ connection.

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 software version 7000C0A-NA05_11026 or later using MAZDA CONNECT OTA Update Instructions or with a USB memory stick using the 7TH GEN MAZDA CONNECT Update Instructions.

NOTE: Due to the size of the file, an Over the Air (OTA) update is not available.

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.

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

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