

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT (2024 MAZDA3 AND CX-30)	<b>Bulletin No.:</b> 16-001/25
	<b>Last Issued :</b> 02/17/2025

## BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
16-001/24	07/24/24 and 04/20/24

## APPLICABLE MODEL(S)/VINS

2024 Mazda3 (Japan built)

2024 Mazda3 (Mexico built) with VINS lower than 3MZBP\*\*\*\*\*434025 (produced before July 24, 2024)

2024 CX-30 with VINS lower than 3MVDM\*\*\*\*\*717571 (produced before July 24, 2024)

## DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update.

Spec.	Factory	CMU part number	Software version	
			Old	New
US spec. with NAVI	Japan	BJFN-66-9C0*	7230C1A-NA03_*****	7230C1A-NA03_10026
	Mexico	DRVVP-66-9C0*		
US spec. without NAVI	Japan	BJFP-66-9C0*	7230C5B-NA03_*****	7230C5B-NA03_10026
	Mexico	DRVVR-66-9C0*		
Mexico spec. with NAVI	Japan	BJFR-66-9C0*	7230C2A-NA03_*****	7230C2A-NA03_10026
	Mexico	DNBJ-66-9C0*		
Mexico spec. without NAVI	Japan	BJHF-66-9C0*	7230C6B-NA03_*****	7230C6B-NA03_10026
	Mexico	DRVVT-66-9C0*		

**NOTE:** \*\*\*\*\* is less than 10026.

**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.

**(Ver. 7230C\*\*-NA03\_10026) fixes these software errors (bugs):**

- The CarPlay icon may not be displayed.
- Mazda Connect may not be operable.
- The speed limits guidance may be incorrectly displayed while using navigation.
- Traffic information in the SiriusXM® may not be updated.
- Incorrect time may be displayed while synchronizing with GPS.
- Exit information may not be displayed while using navigation.
- Guidance message for Congestion Charge Zone may be spoken where not applicable.

**(Ver. 7230C\*\*-NA03\_10022) fixes these software errors (bugs):**

- The person on the line may hear low voice when using a Bluetooth® connected smartphone and talking with handsfree function on a vehicle with the standard amplifier and 6 speakers.

**(Ver. 7230C\*\*-NA03\_10008 [Mexico Built]) and (Ver. 7230C\*\*-NA03\_10006 [Japan Built]) fixes these software errors (bugs):**

- The Automatic 911 dialing function may not be available when using CarPlay and moved from the mobile device list screen to the CarPlay screen.

**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.

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

**REPAIR PROCEDURE**

1. Verify the customer concern.

2. Verify if MSP61 has been completed for the vehicle.

- If MSP61 is closed or not applicable, continue with this TSB.
- If MSP61 is open, perform MSP61 with this latest software to close it.

3. Update MAZDA CONNECT with software version 7230C\*\*-NA03\_11026 or later with a USB memory stick using the 7TH GEN MAZDA CONNECT Update Instructions.

**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.

4. Verify the repair.

**NOTE:** After the update, check DTC with the Mazda Modular Diagnostic System (M-MDS), using Mazda Diagnostic And Repair Software (MDARS). If any or present, clear the DTC.

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**WARRANTY INFORMATION****NOTE:**

- If MSP61 is open, submit the claim using MSP61 warranty information.
- If MSP61 is closed or not applicable, submit the claim using this TSB warranty information.
- 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:	XXWN5XFX / 0.3 Hrs.

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