

Subject: RIGHT SUBWOOFER AUDIO SOUND PAUSES AT HIGH VOLUME LEVEL	Bulletin No.: 09-039/25
	Last Issued : 10/17/2025

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2024-2025 CX-90 (with Bose® audio system) with VINS lower than JM3KK*****220305 (produced before December 5, 2024)

2025 CX-70 (with Bose® audio system) with VINS lower than JM3KJ*****128381 (produced before March 18, 2025)

DESCRIPTION

Some customers may experience that the right subwoofer audio sound pauses intermittently at high volume level. This is caused by improper control software of the audio amplifier (Bose® audio system). The audio amplifier's power IC may sometimes mistakenly detect an over-temperature condition and shut down operation to prevent damage to the IC. To eliminate this concern, the control software of the audio amplifier has been modified.

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

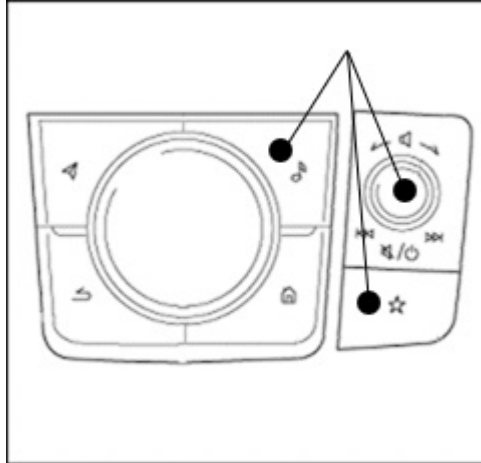
REPAIR PROCEDURE

1. Verify the customer concern.
2. Update the control software of the audio amplifier (AMP) following to steps below.

NOTE:

- Connect a battery charger to the vehicle.
 - Before the update procedure, if the customer is using the MyMazda App, explain as follows.
 - 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.
- a. Confirm the part number of the AMP.
- 1) Turn on ignition or ACC with push button start.
 - 2) Press the volume mute button and keep pressing it.
 - 3) Additionally press Music and Favorite buttons at the same time for 3-5 seconds and the Factory/Service Inspection screen will appear.

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4) Select "Service Information" on the screen below.

Factory/Service Inspection

Diagnostic Test

Functional Inspection/Adjustment

Service Information

Device Program Update

End Diag Mode

5) Select Connected Device Information.

Service Information

Connected Device Information

Backup Restore

Personal Information Deletion

TCU Linked Information

Communication Restricted Mode

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6) Select "AMP"

Connected Device Information	
CMU	
AMP	
RT	
DISP	
MIC	
COMMANDER	

7) 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-####_1000# 1
Device Name/Ver.	:	Package / ####
Device Name/Ver.	:	#####
Serial No.	:	#####
Part No.	:	XXXX-66A20- 2

- If "Part No." (1) and (2) is not found in the table, this TSB is not applicable. Diagnose according to the instructions in MGSS.

8) Obtain the Update Software by downloading the update file from MGSS.

	File Name		Software Version (1)	Part No. (2)
CX-70	AMP_7000A0D- KR9E_10003.kwi	OLD	10002	KR9E-66A20-C
		NEW	10003	KR9E-66A20-D
CX-90	AMP_7000A0D- KMV7_10004.kwi	OLD	10003	KMV7-66A20-D
		NEW	10004	KMV7-66A20-E

b. Format the USB memory.

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

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c. Download the latest software for the vehicle to the USB memory.

NOTE:

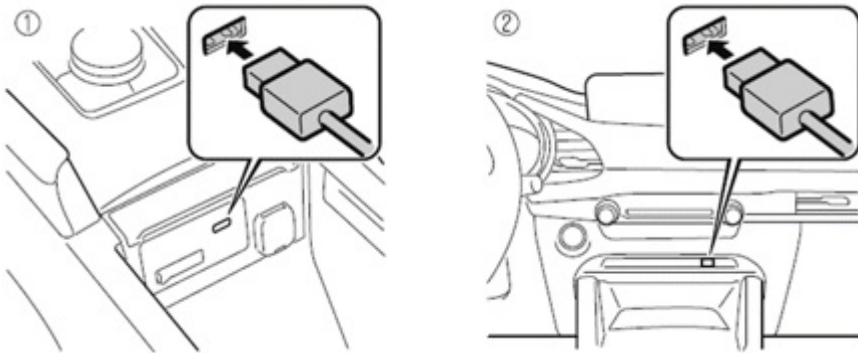
- When downloading the software file to the USB memory, refer to precautions for reprogramming with USB memory on MGSS.
- Regarding this TSB, all files shown in the table can be stored in one USB memory as the vehicle will select the applicable file among them.

d. 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 memory or turn the ignition switch to OFF during the reprogramming.

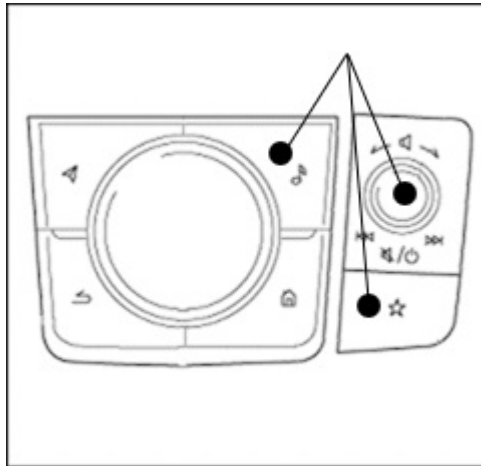
e. Insert the USB memory prepared at step 5 to the USB port.

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



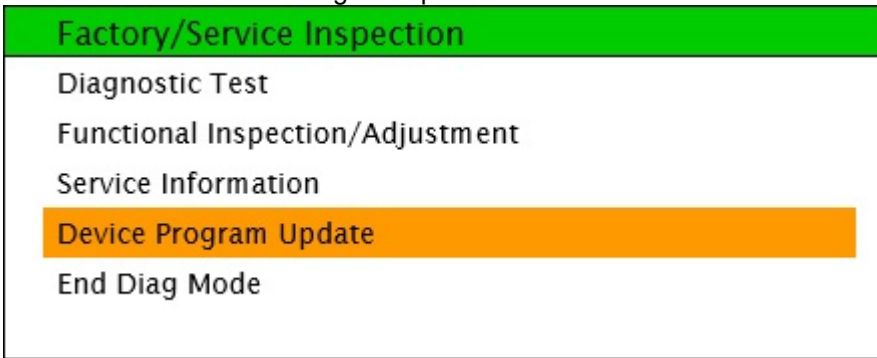
f. Press the Volume/Mute button and keep pressing it.

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

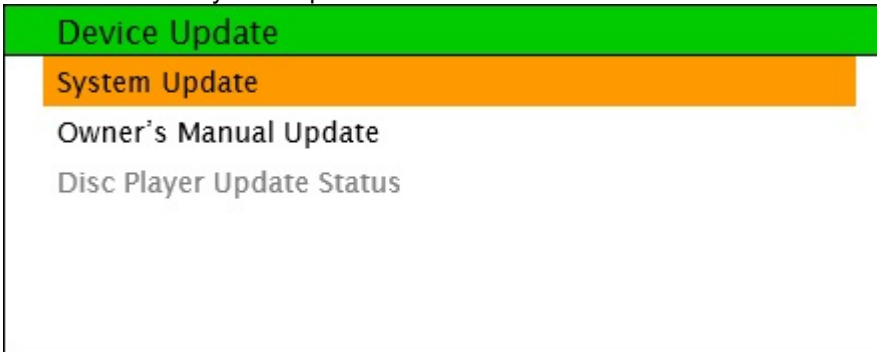


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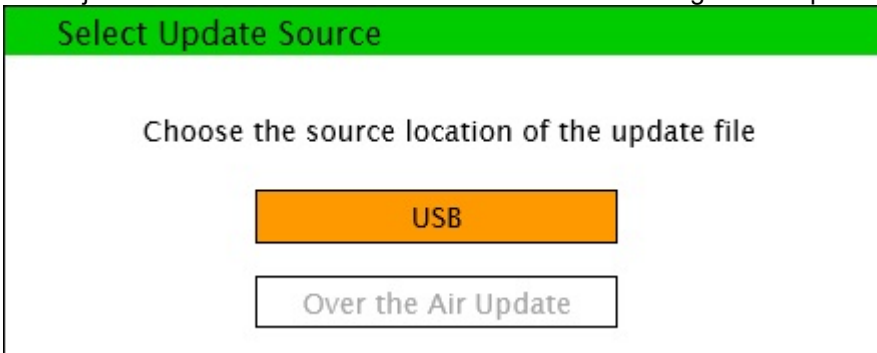
h. Select "Device Program Update" on the screen below.



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



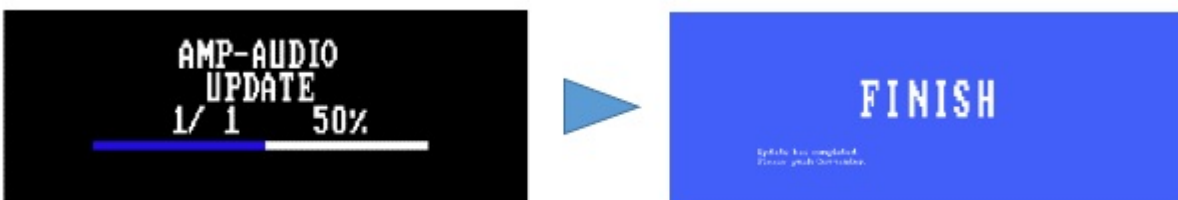
j. Select "USB" on the screen below to start checking for the update file.



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

k. Select "AMP-AUDIO" and follow the instructions on the screen.

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



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- l. Wait until update is completed.
- m. Remove the USB memory from the USB port.
- n. Press the commander knob to reboot the system.
- o. Confirm that the software version (1) has been updated according to the instruction above.
- NOTE:** 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.
- p. When the home screen appears, turn the power off.
- q. Check DTC with the Mazda Modular Diagnostic System (M-MDS), using Mazda Diagnostic And Repair Software (MDARS). If any, clear the DTC.
- 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."
- r. Confirm if the ODR collection has been done successfully.
- 1) Select "Vehicle History" in the Toolbox, then click "Run".
 - 2) Select "Collect Diagnostic Information (Automatic)" and confirm the result.
3. Verify the repair.

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	58
Damage Code	9W
Part Number Main Cause	5555-66-A20
Quantity	0
Operation Number / Labor Hours:	XXX3XXFX / 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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