

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (CX-50 NA01)	<b>Bulletin No.:</b> 16-002/25
	<b>Last Issued :</b> 10/09/2025

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

2023-2025 CX-50 with VINS lower than 7MMVA\*\*\*\*\*365611 (produced before May 2, 2025)

2025 CX-50 Hybrid with VINS lower than 7MMVA\*\*W\*\*\*126766 (produced before May 2, 2025)

### DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 7230C1A-NA01\_10014).

**NOTE: If current version is not 7230C1A-NA01\_\*\*\*\*, this TSB is not applicable.**

#### (Ver. 7230C1A-NA01\_10014) fixes these software errors (bugs):

- The banner display for battery level notifications of Bluetooth®-connected devices has been modified.
- Alexa may sign out when deleting a driver with a set-up Alexa.
- Backup and restore may fail in the factory service diagnostics.
- The screen may not clear even after a few seconds while connected to a Wi-Fi client.
- The system may freeze on the disclaimer screen when the engine is started normally after using the remote engine starter.
- When attempting to connect Android Auto, only Bluetooth® connection is established.
- Air conditioning settings cannot be controlled via Alexa without a connected vehicle (CV) contract.
- The infotainment screen turns black when SiriusXM radio is selected. The camera images on the infotainment screen are not affected, the back camera is usable.

#### (Ver. 7230C1A-NA01\_10012) fixes these software errors (bugs):

- CarPlay wireless connection may fail.
- The Wi-Fi client menu cannot be selected when the in-vehicle communication device is out of range.
- The smartphone may not be charged when a smartphone is connected to a USB port while connected to wireless CarPlay.
- Navigation guidance may be displayed in Active Driving Display and/or the center display even when the SD card has been removed.
- After deleting multiple destinations, pressing the commander may sometimes fail to display the menu.

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## REPAIR PROCEDURE

1. Verify the customer concern.

2. Update MAZDA CONNECT with software version 7230C1A-NA01\_10014 or later 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.

## 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	61
Damage Code	9W
Part Number Main Cause	5555-RP-CMU
Quantity	0
Operation Number / Labor Hours:	XXX3TXFX / 0.3 Hrs

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