

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (CX-90)	Bulletin No.: 16-003/25
	Last Issued : 10/15/2025

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
16-003/24	10/02/24
16-009/23	09/20/23

APPLICABLE MODEL(S)/VINS

2024-2025 CX-90 with VINS lower than JM3KK*****255071 (produced before June 20, 2025)

DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 7000C0A-NA11_10020).

NOTE: If current version is not 7000C0A-NA11_***, 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. 7000C0A-NA11_10020) fixes these software errors (bugs):

- CarPlay™ may reconnect even if it is disconnected in the device list within the connect settings after connecting CarPlay with an iPhone 15 via a wired connection.
- The system may reboot when the ignition is turned on.
- The voice recognition feature does not start.
- The unit for height in the input field of the driver personalization system is incorrect.
- The center display may turn black under certain conditions. However, the camera images on the center display are not affected, and the back camera is usable.

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(Ver. 7000C0A-NA11_10018) fixes these software errors (bugs):

- The display may not show the proper image when connected to CarPlay.
- The checkmarks for items that have not been operated may be altered when changing the listening position settings.
- The USB video may not be displayed when the ignition is turned off (IG-OFF) during USB video playback and then turned on (IGON) after 10 minutes.
- Improper icons may appear when editing the driver icon in the driver personalize setting.
- The confirmation icon may be incorrectly displayed as an error icon in the pop-up screen.
- The banner display for authentication failures on Apple devices has been modified.
- The banner display for battery level notifications of Bluetooth®-connected devices has been modified.
- The system may freeze on the disclaimer screen when the engine is started normally after using the remote engine starter.
- Pressing the commander may sometimes not display the menu after deleting multiple destinations.

(Ver. 7000C0A-NA11_10014) fixes these software errors (bugs):

- DTC U3000:47 may not be able to be cleared.
- An unnecessary warning message for i-ACTIVSENSE system may be displayed.
- The connection with an iPhone may fail.
- The CarPlay icon may not appear while CarPlay is connected.
- The Smartphone device name may not be displayed in the "Set Phone Connection Order".
- Mazda Connect may not operate.
- The center display may not show the proper image when a Bluetooth® device connection order is set to user favorite order, and an iPhone, that is new for the Bluetooth® connection, is connected using CarPlay.
- The Android Auto screen may not appear if the ignition is turned on while an Android device is connected.
- Calling to Mobile911 may not be available after opening CarPlay display from the mobile device list display when connecting to CarPlay.
- CarPlay wireless connection may fail.
- The smartphone may not be charged when a smartphone is connected to a USB port while connected to wireless CarPlay.
- There may be frequent announcements of "Toll road ahead " with poor voice guidance quality while using navigation on toll roads.
- The total distance may not be displayed when multiple destinations are set in the navigation.
- The speed units on the Traffic Sign Recognition (TSR) system may be incorrectly displayed.
- The speed limits guidance may be incorrectly displayed while using navigation.
- The compass screen may continue after removing and reinstalling the navigation SD card.
- Traffic information in the SiriusXM® may not be updated.
- The incorrect time may be displayed while synchronizing with GPS.
- Speed camera icons may not be displayed on the route while using navigation.
- Exit information may not be displayed while using navigation.
- A guidance message may not be spoken when entering a school zone.
- A guidance message for speed camera may be spoken where no speed camera is found.
- The screen image may not be displayed correctly when the first crossing is located within 3 miles (5 km) and the second crossing is located further than 3 miles (5 km).
- A guidance message for Congestion Charge Zone may be spoken where not applicable.
- Navigation guidance may be displayed in the Active Driving Display and/or the center display even though the SD card is removed.

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(Ver. 7000C0A-NA11_10010) fixes these software errors (bugs):

- The active driving display may not show the navigation information when a navigation route has been set.
- The center display may not show the distance to the next crossing or direction etc., when a navigation route has been set. They are to be shown in the upper left or right-side area of the center display.

(Ver. 7000C0A-NA11_10008) fixes these software errors (bugs):

- An incorrect screen may be displayed when communication restriction mode is set while the Driver Personalization System is displaying the authentication result.
- An incorrect screen may be displayed when connecting to Android Auto.

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-NA11_10020 or later using 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	64
Damage Code	9W
Part Number Main Cause	5555-RP-CMU
Quantity	0
Operation Number / Labor Hours:	XXWW4AFX / 0.3 Hrs.

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