

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (CX-70 NA05)	Bulletin No.: 16-004/25
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BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2025-2026 CX-70 (All) with VINS lower than JM3KJ*****132818 (produced before August 3, 2025).

DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 7230C1A-NA05_10026 or 7230C2A-NA05_10026).

NOTE: If current version is not 7230C1A-NA05_** or 7230C2A-NA05_****, this TSB is not applicable.**

Software version	
Old	New
7230C1A-NA05_**** (**** is less than 10026)	7230C1A-NA05_10026
7230C2A-NA05_**** (**** is less than 10026)	7230C2A-NA05_10026

(Ver. 7230C1A-NA05_10026 or 7230C2A-NA05_10026) fixes these software errors (bugs):

- The list on the center display may appear distorted, giving a double image.
- The system may reboot when the ignition is turned on.
- The voice recognition function does not start.
- The unit used for height input is incorrect in the driver personalization system.
- CarPlay may fail to connect while driving on the highway.

(Ver. 7230C1A-NA05_10022, 7230C2A-NA05_10022) fixes these software errors (bugs):

- The banner display for battery level notifications of Bluetooth®-connected devices has been modified.
- Alexa may be signed out when the driver is uninstalled after Alexa has been set up.
- The Wi-Fi client connection screen may not disappear even after several seconds.
- The system may freeze on the disclaimer screen when the engine is started normally after using the remote engine starter.
- Only Bluetooth® connection is established when attempting to connect Android Auto.
- The infotainment screen turns black when SiriusXM Radio is selected.
- The cancel operation may not function when manually connecting to a Wi-Fi client.
- Air conditioning settings cannot be controlled via Alexa without a CV contract.

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(Ver. 7230C1A-NA05_10020, 7230C2A-NA05_10020) fixes these software errors (bugs):

- The speed limits guidance may be incorrectly displayed while using navigation.
- The number of the available stations may not be displayed when searching for a charging station.
- Incorrect time may be displayed while synchronizing with GPS.
- Exit information may not be displayed while using navigation.
- 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).
- Guidance message for Congestion Charge Zone may be spoken where not applicable.
- A navigation guidance may be displayed in Active Driving Display and/or the center display even though the SD card is removed.
- A navigation command by voice recognition may display Mazda Connect incorrectly.
- Pressing the commander may sometimes not display the menu after deleting multiple destinations.
- After connecting CarPlay with an iPhone 15 via a wired connection, CarPlay may reconnect even if it is disconnected in the device list within the connect settings.
- Operations within the Bluetooth® device list may fail.
- Improper icons may appear when editing the driver icon in the driver personalize setting.
- The confirmation icon display within the pop-up screen incorrectly shows as an error icon.
- The banner display for authentication failures on Apple devices has been modified.
- Backup and restore may fail in the factory service diagnostics.
- The Wi-Fi client menu is unavailable when the in-vehicle communication unit has no signal.
- A smartphone may not be charged when the smartphone is connected to a USB port while connected to Wireless CarPlay.

(Ver. 7230C1A-NA05_10018, 7230C2A-NA05_10018) fixes these software errors (bugs):

- CarPlay wireless connection may fail.
- In Mazda Connect settings, the Wi-Fi client function may continue even if data communication for Connected Services is suspended.
- Some Alexa error messages have been corrected.

(Ver. 7230C1A-NA05_10014, 7230C2A-NA05_10014) fixes these software errors (bugs):

- The navigation system may reset when the TCU communication is disconnected.

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

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REPAIR PROCEDURE

1. Verify the customer concern.

2. Update MAZDA CONNECT with software version 7230C1A-NA05_10026 / 7230C2A-NA05_10026 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	64
Damage Code	9W
Part Number Main Cause	5555-RP-CMU
Quantity	0
Operation Number / Labor Hours:	XXX41XFX / 0.3 Hrs.

NOTE: Keep record of successful reprogramming by taking a picture of the Mazda Connect display, showing the actual software version.

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