

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (CX-30 AND MAZDA3 NA10)	Bulletin No.: 16-005/25
	Last Issued : 10/22/2025

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

- 2025 CX-30 with VINS lower than 3MVDM*****847578 (produced before May 7, 2025)
- 2025 Mazda3 with VINS lower than 3MZBP*****474004 (produced before April 29, 2025)
- 2025 Mazda3 with VINS lower than JM1BP*****788650 (produced before May 7, 2025)

DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 7230C**A-NA10_10024).

NOTE: If current version is not 7230C-NA10_****, this TSB is not applicable.**

Software version	
Old	New
7230C1A-NA10_**** (**** is less than 10024)	7230C1A-NA10_10024
7230C2A-NA10_**** (**** is less than 10024)	7230C2A-NA10_10024
7230C5B-NA10_**** (**** is less than 10024)	7230C5B-NA10_10024
7230C6B-NA10_**** (**** is less than 10024)	7230C6B-NA10_10024

(Ver. 10024 for 7230C-NA10) fixes these software errors (bugs):**

- Air conditioning settings cannot be controlled via Alexa without a CV contract.
- 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. However, the camera images on the center display are not affected, and the back camera is usable.
- Only Bluetooth® connection is established when attempting to connect Android Auto.

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(Ver. 10022 for 7230C-NA10) fixes these software errors (bugs):**

- 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.
- The infotainment screen may turn black when SiriusXM radio is selected. However, the camera images on the center display are not affected, and the back camera is usable.
- The smartphone may not be charged when a smartphone is connected to a USB port while connected to Wireless CarPlay.

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. Update MAZDA CONNECT with software version 7230C**-NA10_10024 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.

3. Verify the repair.

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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:	XXX42XFX / 0.3 Hrs.

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