

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (MX-5 NA07)	Bulletin No.: 16-003/26
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BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2024-2026 MX-5 (NA07 Mazda Connect software) with VINS lower than JM1ND*****659926 (produced before October 17, 2025)

DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 7230C1A-NA07_10032 or 7230C2A-NA07_10032).

NOTE: If current version is not 7230C1A-NA07_** or 7230C2A-NA07_****, this TSB is not applicable.**

(Ver. 7230C1A-NA07_10032 & 7230C2A-NA07_10032) fixes these software errors (bugs):

- Improving Wi-Fi security and reliability

(Ver. 7230C1A-NA07_10028 & 7230C2A-NA07_10028) fixes these software errors (bugs):

- The infotainment screen may turn black when SIRIUSXM® Satellite Radio is selected. However, the camera images on the center display are not affected, and the back camera is usable.
- 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™.
- Air conditioning settings cannot be controlled via Alexa without a CV contract.

(Ver. 7230C1A-NA07_10022 & 7230C2A-NA07_10022) fixes these software errors (bugs):

- Exit information may not be displayed while using navigation.
- Although the Navigation SD card is removed, a navigation guidance may be displayed in Active Driving Display and/or the center display.
- 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 Wi-Fi client menu is unavailable when the in-vehicle communication unit has no signal.
- The smartphone may not be charged when a smartphone is connected to a USB port while connected to Apple CarPlay wireless connection.

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(Ver. 7230C1A-NA07_10018 & 7230C2A-NA07_10018) fixes these software errors (bugs):

- Incorrect time may be displayed while synchronizing with GPS.
- After connecting Apple CarPlay with an iPhone 15 via a wired connection, Apple 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.
- Apple CarPlay wireless connection may fail.
- 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.
- Backup and restore may fail in the factory service diagnostics.
- 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.
- Backup and restore may fail in the factory service diagnostics.
- The Wi-Fi client connection screen may not disappear even after several seconds.
- In Mazda Connect settings, the Wi-Fi client function may continue even if data communication for Connected Services is temporarily suspended.
- Some Alexa error messages have been corrected.
- The cancel operation may not function when manually connecting to a Wi-Fi client.

Trademarks

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- The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc.
- Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc. or its affiliates.
- SIRIUSXM® is a trademark of Sirius XM Radio 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 7230C1A-NA07_10032 / 7230C2A-NA07_10032 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.

IMPORTANT NOTE: Refer to CRITICAL PREPARATION in MDARS ECU PROGRAMMING PROCEDURE.

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:	XXX4LXFX / 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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