

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA
CONNECT INFOTAINMENT SYSTEM (2021 MAZDA3 AND CX-30
WITH TURBO)

Bulletin No.: 16-006/22

Last Issued : 11/16/2022

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
16-006/22	09/01/22

APPLICABLE MODEL(S)/VINS

2021 Mazda3 2.5T (Japan built) with VINS lower than JM1BP*****347285 (produced before June 8, 2021)

2021 Mazda3 2.5T (Mexico built) with VINS lower than 3MZBP*****209441 (produced before December 9, 2021)

2021 CX-30 2.5T with VINS lower than 3MVDM*****265094 (produced before May 12, 2021)

DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be fixed with the latest software update (Version 7000C0A-NA04_12004 or later).

Ver. 7000C0A-NA04_12004 and later fixes these software errors (bugs):

- Album artwork may not appear when playing music using an USB connected iPhone.
- When the gear position is shifted into P from R, the screen may not return to the previous condition before shifting into R position.
- The screen freezes and goes to a white screen, then the system reboots.
- The steering wheel switches and commander switches cannot control the audio system.
- DTC U3000:49 is stored which may be accompanied with following symptoms:
 - No sound emitting from the speakers.
 - Audio source selection is unavailable.
- The vehicle icon rotates when using the navigation with head-up mode.
- Beep sounds every after couple of minutes.
- Language setting may not be accepted correctly.
- The audio track may not pause when pressing the mute button.
- The system reboots.
- The screen may turn black when trying to play a video file in the USB connected device.

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Ver. 7000C0A-NA04_12002 and later fixes these software errors (bugs):

- The center display may turn black right after starting.
- Removing the navigation SD card stops rebooting and may repeat rebooting after vehicle is restarted.

Ver. 7000C0A-NA04_11018 and later fixes these software errors (bugs):

- Turning the main power off may lead to a reboot while playing audio tracks and displaying maps using Android Auto™.
- Voice commands may not be recognized.
- While a Bluetooth® device is connected, if the main power is turned off and then on quickly the Bluetooth® connection may be disconnected.
- Warning message may appear leading to a reboot.
- Turning the main power on may lead to a reboot after connecting a device to use Apple CarPlay™.
- After changing the distance unit in the system setting display, the energy efficiency unit in the EcoEnergyManagement screen may not change.
- Language selection may fail to change.
- Android Auto™ may fail to connect.
- The 360° view monitor screen may be overlaid with the home screen.
- Turning the main power off may lead to the display to keep turning on while using Android Auto™.
- The parking sensor screen may freeze after particular operations.
- The track selection using voice command may result in the error message "Too many tracks. This function is not available" while multiple USB devices are connected.

REPAIR PROCEDURE

1. Verify the customer concern.
2. Update MAZDA CONNECT with software version 000C0A-NA04_12002 or later using the 7TH GEN MAZDA CONNECT Update Instructions on MGSS.

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	61
Damage Code	9W
Part Number Main Cause	5555-RP-CMU
Quantity	0
Operation Number / Labor Hours:	XXW7RAFX / 0.2 Hrs.

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