

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



|                                                                                                                           |                                 |
|---------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| <b>Subject:</b><br>UPDATED SOFTWARE RELEASE FOR COCKPIT DOMAIN<br>CONTROLLER (CDC) AND DATA COMMUNICATION MODULE<br>(DCM) | <b>Bulletin No.:</b> 16-004/26  |
|                                                                                                                           | <b>Last Issued :</b> 05/06/2026 |

## BULLETIN NOTES

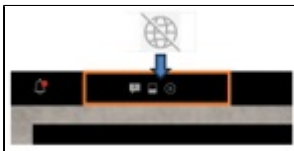
### APPLICABLE MODEL(S)/VINS

2026 CX-5

## DESCRIPTION

Some vehicles may experience the symptoms mentioned below, which can be improved with the latest CDC and DCM software updates.

- The SOS button illuminates red and emits a beep sound immediately after IG ON (DTC U2701:89 is stored)
- The pictograph antenna icon on the upper part of the center display shows a globe with a slash mark



- Mazda Connect takes approximately 10 seconds to boot up after engine start, causing a noticeable delay on the display
- The display remains black on startup, but the reverse camera displays normally when Reverse gear is engaged
- DCM internal battery malfunction (DTCs B1477:00 and B1477:16 are stored)
- Remote operation may fail
- A beep sound may be emitted from the DCM

## Other Improvements

- Minor improvements for enhanced operational stability and product quality
- Improvements for communication stability

Customers having any of these concerns should have their vehicle repaired using the following repair procedure

Page 1 of 3

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

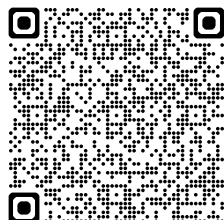
## REPAIR PROCEDURE

1. **Verify the customer concern.**
2. **Update the DCM and CDC** to the latest software versions by following the [DCM and CDC USB Software Update Procedure](#) and using the latest software available from the links below:
  - The **DCM software** is available on MGSS under:  
*Mazda Connect / Connected Vehicle → Connected Vehicle System Updates → DCM Updates*
    - OR click the following link: [DCM - latest software version](#)
  - The **CDC software** is available on MGSS under:  
*Mazda Connect / Connected Vehicle → Mazda Connect Updates → Mazda Connect 3*
    - OR click the following link: [CDC - latest software version](#)

**IMPORTANT:** The **DCM** must be updated first, followed by the **CDC**, as outlined in the Update Procedure.

A video outlining this update process is also available via the link or QR code below:

Support Video - Click Here



3. **Verify the repair.**

## CALIBRATION

| Module |     | Target Software file # (Old)                                               | Target Software file # (New)                                            | Actual Reprogramming Time (min.) |
|--------|-----|----------------------------------------------------------------------------|-------------------------------------------------------------------------|----------------------------------|
| CDC    | VIP | KLAS-66CD1-B or before                                                     | KLAS-66CD1-D or later                                                   | 40 min                           |
|        | PVM | KLEJ-66CD2-B or before                                                     | KLEJ-66CD2-D or later                                                   |                                  |
|        | GVM | KLAS-66CD3-C or before<br>KLBA-66CD3-C or before<br>KLEE-66CD3-C or before | KLAS-66CD3-E or later<br>KLBA-66CD3-E or later<br>KLEE-66CD3-E or later |                                  |
| DCM    |     | KLAS-67CK3-F or before                                                     | KLAS-67CK3-G or later                                                   | 20 min                           |

Page 2 of 3

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

**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.
- Both part numbers and labor operations must be completed and charged on the claim
- Software updates will be checked and claim will be rejected or debited if found to be incomplete.
- **TWO CLAIMS ARE REQUIRED: ONE FOR CDC AND ANOTHER FOR DCM (INTERIM PROCESS)**

|                                 |                           |
|---------------------------------|---------------------------|
| Warranty Type                   | A                         |
| Symptom Code                    | 64                        |
| Damage Code                     | 9W                        |
| Part Number Main Cause          | 5555-RP-CDC               |
| Quantity                        | 0                         |
| Operation Number / Labor Hours: | XXX6DXFX / 0.5 Hrs. (CDC) |

|                                 |                           |
|---------------------------------|---------------------------|
| Warranty Type                   | A                         |
| Symptom Code                    | 64                        |
| Damage Code                     | 9W                        |
| Part Number Main Cause          | 5555-RP-DCM               |
| Quantity                        | 0                         |
| Operation Number / Labor Hours: | XXX6EXFX / 0.5 Hrs. (DCM) |

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.