

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (CX-50 WITH NA01)	Bulletin No.: 16-001/26
	Last Issued : 06/29/2026

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
16-001/26	01/08/26
16-002/25	10/09/25

APPLICABLE MODEL(S)/VINS

2023-2026 CX-50 (US spec)

2023-2025 CX-50 with VINS lower than 7MMVA*****367104 (produced before May 9, 2025) (Mexico spec)

DESCRIPTION

The release notes outlined below provide an overview of bug fixes, feature improvements, and updates included in the latest software release. The latest version of software contains all the updates of the previous versions.

NOTE: If current version is not 7230C1A-NA01_** or 7230C2A-NA01_****, this TSB is not applicable.**

Version 7230C1A-NA01_10022 enables termination of connected services at customer request:

- Termination of Connected Services by customers at their initiative has been enabled. Accordingly, the following items have been updated.
 - Add a "Data Communication Information" item under Settings > System Settings>Online Connectivity.
 - Updated the text displayed on the confirmation screen for disabling Connected Services.
- The list on the center display may appear distorted, giving a double image.
- The system may reboot when the ignition is turned on. However, the camera images on the center display are not affected, and the back camera is usable.
- The voice recognition function does not start.
- Apple CarPlay® may fail to connect while driving on the highway.

Version 7230C2A-NA01_10014 fixes these software errors (bugs):

- The banner display for battery level notifications of Bluetooth®-connected devices has been modified.
- When the engine is started normally after using the remote engine starter, the system may freeze on the disclaimer screen. However, the camera images on the center display are not affected, and the back camera is usable.
- 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.

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- When attempting to connect Android Auto™, only Bluetooth® connection is established.

Version 7230C2A-NA01_10012 fixes these software errors (bugs):

- Apple CarPlay® wireless connection may fail.
- The smartphone may not be charged when a smartphone is connected to a USB port while connected to Apple CarPlay®.
- Although the SD card is removed, a navigation guidance may be displayed in Active Driving Display and/or the center display.
- Pressing the commander may sometimes fail to display the menu after deleting multiple destination.

Version 7230C1A-NA01_10014 fixes these software errors (bugs):

- The banner display for battery level notifications of Bluetooth®-connected devices has been modified.
- Alexa may sign out when deleting a driver with a set-up Alexa.
- Backup and restore may fail in the factory service diagnostics.
- The screen may not clear even after a few seconds while connected to a Wi-Fi client.
- 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.
- When attempting to connect Android Auto™ only Bluetooth® connection is established.
- Air conditioning settings cannot be controlled via Alexa without a connected vehicle (CV) contract.
- 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.

Version 7230C1A-NA01_10012 fixes these software errors (bugs):

- Apple CarPlay® wireless connection may fail.
- The Wi-Fi client menu cannot be selected when the in-vehicle communication device is out of range.
- The smartphone may not be charged when a smartphone is connected to a USB port while connected to wireless CarPlay.
- Although SD card is removed, a navigation guidance may be displayed in Active Driving Display and/or the center display.
- After deleting multiple destinations, pressing the commander may sometimes fail to display the menu.

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- 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.

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REPAIR PROCEDURE

1. Verify the customer concern.
 2. Update MAZDA CONNECT with software version 7230C1A-NA01_10022/7230C2A-NA01_10014 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.

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:	XXX3TBFX / 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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