

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (CX-50 HYBRID WITH NA02)	Bulletin No.: 16-002/26
	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:
16-002/26	01/12/26

APPLICABLE MODEL(S)/VINS

2025-2026 CX-50 Hybrid

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-NA02_***, this TSB is not applicable.**

Version 7230C1A-NA02_10022 enables termination of connected services at customer request and fixes these software errors (bugs):

- 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 7230C1A-NA02_10014 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.
- 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.
- 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.

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.

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

Version 7230C1A-NA02_10012 fixes these software errors (bugs):

- The smartphone may not be charged when a smartphone is connected to a USB port while connected to wireless CarPlay.
- Apple CarPlay® wireless connection may fail.
- The Wi-Fi client menu is unavailable when the in-vehicle communication unit has no signal.

Version 7230C1A-NA02_10010 fixes these software errors (bugs):

- Although Navigation 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.

Trademarks

- iPhone and Apple 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.
- 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-NA02_10022 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:	XXX4ZAFX / 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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