

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: UPDATED SOFTWARE RELEASE FOR CONCERNS WITH MAZDA CONNECT INFOTAINMENT SYSTEM (CX-30 AND MAZDA3 NA10)	Bulletin No.: 16-009/26
	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: 16-005/25	Date(s) Issued: 10/22/25
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APPLICABLE MODEL(S)/VINS

2025-2026 CX-30

2025-2026 Mazda3 With VINS starting with JM1BP

2025-2026 Mazda3 with VINS lower than 3MZ****479956 (produced before August 19, 2025)

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 7230C-NA10_****, this TSB is not applicable.**

Software version	
Old	New
7230C1A-NA10_**** (**** is less than 10034)	7230C1A-NA10_10034
7230C2A-NA10_**** (**** is less than 10026)	7230C2A-NA10_10026
7230C5B-NA10_**** (**** is less than 10034)	7230C5B-NA10_10034
7230C6B-NA10_**** (**** is less than 10026)	7230C6B-NA10_10026

Version 10034 for 7230C1A-NA10 or 7230C5B-NA10 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.

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.

Version 10026 for 7230C1A-NA10 / 7230C2A-NA10 or 7230C5B-NA10 / 7230C6B-NA10 fixes these software errors (bugs):

- 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 10024 for 7230C1A-NA10 / 7230C2A-NA10 or 7230C5B-NA10 / 7230C6B-NA10 fixes these software errors (bugs):

- 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.
- 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.

Version 10022 for 7230C1A-NA10 / 7230C2A-NA10 or 7230C5B-NA10 / 7230C6B-NA10 fixes these software errors (bugs):

- Guidance message for Congestion Charge Zone may be spoken where not applicable.
- A navigation guidance may be displayed in Active Driving Display and/or the center display even though the SD card is removed.
- 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 infotainment screen may turn black when SiriusXM radio is selected. However, the camera images on the center display are not affected, and the back camera is usable.
- The smartphone may not be charged when a smartphone is connected to a USB port while connected to Wireless CarPlay.

Trademarks

- iPhone and 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.

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 10034 / 10026 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:	XXX42AFX / 0.3 Hrs.

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