

June 11, 2026 – Added warning regarding software version check Step 10.

MSP61 - CX-30 (DM) and Mazda3 (BP) - Connectivity Master Unit (CMU) software concern



**WARNING: YOU CANNOT CLAIM MSP61 AND/OR CMU UPDATE OR TSB 16-001/25. IF CMU IS UPDATED ONLY MSP61 REPAIR CAN BE COMPLETED ON THE SAME REPAIR ORDER.**

**IMPORTANT NOTE ALL TECHNICIANS:**

Check Mazda Connect for correct version in the vehicle. The updated version should be 7230C1A-NA03\_10022 or later. If the version is anything lower than "10022", re-start the repair from Step 1.

There are 2 MDARS Sessions required if you are repairing MSP61. After the USB update or check if updated, you must first clear any DTC's and make sure the CMU is listed in Network view and with no error messages (Communication Error). Then start a new (second) MDARS session when performing Collect Diagnostic Information (Manual) ODR Upload. You cannot use the same MDARS session from any previous repairs or clearing DTC.

30 minute waiting requirement - Please wait up to 30 minutes after completing the MSP61 repair before submitting the warranty claim.

## DESCRIPTION

When using a Bluetooth® connected smartphone and talking with handsfree function on a vehicle with 4 or 6 speakers, the person on the other end of the line may have difficulty hearing the driver's voice.

## OUTLINE OF REPAIR:

Reprogram the CMU software using a USB memory stick.

## COVERAGE LIMITATION:

- Vehicles under 3 year/36,000 mile warranty: All repairs in MSP61 will be covered under Mazda's New Vehicle Limited Warranty.
- Vehicles outside the 3 year/36,000 mile warranty: Please submit to Warranty pre-authorization. The repair will be reviewed on a case by case basis.

## ALL RETAIL, CPO, USED OR UNSOLD IN-STOCK VEHICLES:

When an applicable retailed vehicle is brought into the dealer for any type of repair or scheduled maintenance, review the "Warranty Vehicle Inquiry" page in eMDCS to check the status of MSP61. If the status is "OPEN" for MSP61, repair the vehicle according to the procedures contained in this service bulletin.

## A. VEHICLE INSPECTION PROCEDURE

1. Verify the vehicle is within the following VIN range:

Model	Subject VIN range	Subject production date range
CX-30 (MMVO)	3MVDM**** RM 600012 - 697060	From August 22, 2023 through May 15, 2024
Mazda3 (MMVO)	3MZBP**** RM 400011 - 426880	From September 5, 2023 through May 15, 2024
Mazda3 (MC)	JM1BP**** R1 650008 - 717608	From May 25, 2023 through March 19, 2024

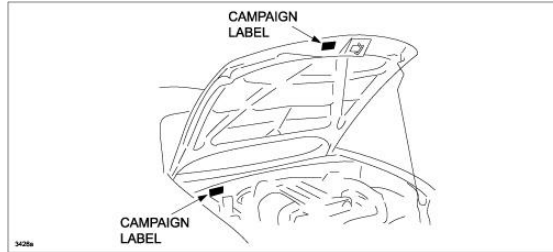
The asterisk symbol "\*" can be any letter or number and only 64,767 U.S. vehicles in the VIN range are affected.

If the vehicle is within the above VIN and production date ranges and "MSP61" appears in eMDCS Warranty Vehicle Inquiry, proceed to Step 2.

- If the vehicle is not within the above VIN and production date ranges and MSP61 does not appear in eMDCS Warranty Vehicle Inquiry, return the vehicle to the customer or inventory.

- Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect the vehicle for a Campaign Label MSP61 attached either to the vehicle's firewall, hood or driver door/door jambs. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

**NOTE:** Verify the campaign number as the vehicle may have multiple labels.



**eMDCS System - Warranty Vehicle Inquiry Results:**

If eMDCS displays:	Campaign Label	Action Required:
"Campaign: MSP61 Open"	Present	Contact the Warranty Hotline at (877) 727-6626, option 3 to update vehicle history
	Not Present	Proceed to "REPAIR PROCEDURE"
"Campaign: MSP61 Closed"	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply it to vehicle's bulkhead or hood
"Campaign: MSP61 Open" or "Closed" is not displayed	Does not apply	Campaign does not apply to this vehicle. Return the vehicle to inventory or customer

**Technician Certification level required: Certified or above.**

**Note:** Technician repairing needs to be Certified or above and does not need to be Senior or Master as long as they have had the required training for using MDARS.

**Section A: Tool Information**

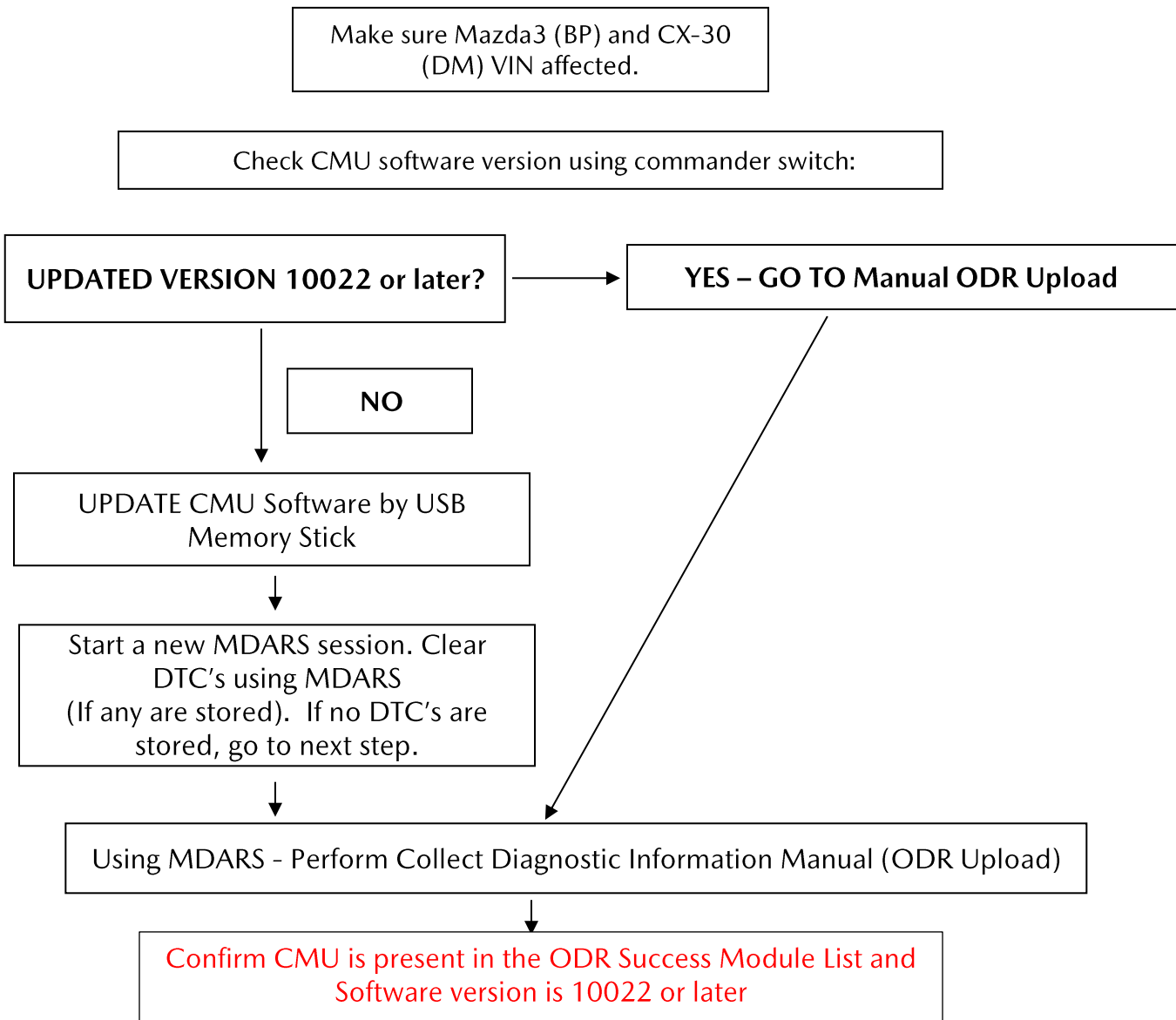
Description	Part Number	Quantity	Note
USB memory stick (Type A or C)*	Dealer Supplied	1	USB memory stick formatted to FAT32 is required.
USB-C to A adapter	Dealer Supplied	1	Optional, if vehicle only has USB-C ports and USB stick is type A

\* Check and confirm what type of USB port is available in the affected vehicle before repair.

## Section B: Flow Chart



**NOTE: You must clear any DTC's before performing any campaign repair and the CMU in Network view must be checked for no "Communication Error". Any campaign repair will NOT fix/clear a DTC issue. Once the DTC issue is repaired, then start the repair process for campaigns.**



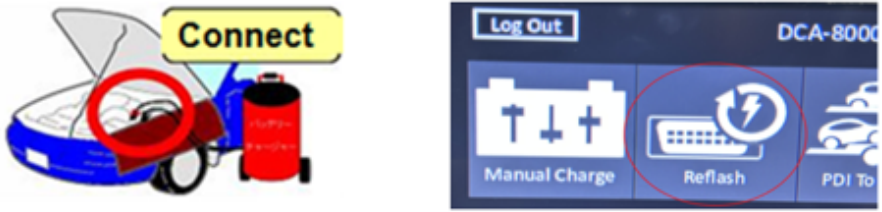
-----END OF SECTION A & B -----

## Section C: Repair Procedure - Update CMU software by USB memory stick

### CAUTION: PLEASE READ BEFORE REPAIR

**Service caution during reprogramming for ECU(s)**

During reprogramming, connect battery charger to the vehicle to stabilize voltage fluctuation. If missing, it may cause damage to ECUs due to decreasing voltage. 7<sup>th</sup> generation vehicle will control to turn on headlight forcibly during reprogramming due to change CAN communication. Please use the "Reflash" setting in the charger, which will keep the voltage stable. The setting voltage must be between 12 -13V.



Prepare the USB memory stick that contains following "kwi" files. Check and confirm what type of USB port is available in the affected vehicle and format a USB memory stick Type-A or C by FAT32 accordingly.

**NOTE:** Confirm the USB memory stick has no other data on it. The USB memory stick should be used only for the CMU update to avoid any security risks.

Market	Spec.	Plant	Target ECU (Hardware #)	File Name (New)	Time
US/Canada	with NAVI	Japan	BJFN-66-9C0*	<b>SHOULD BE VERSION 22 OR LATER.</b> <b>7230C1A-NA03_10022</b>	12 min
		Mexico	DRVP-66-9C0*		
	without NAVI	Japan	BJFP-66-9C0*		
		Mexico	DRVR-66-9C0*		
Mexico	with NAVI	Japan	BJFR-66-9C0*	REFER TO MGSS INFOTAINMENT/TCU UPDATE TAB. <a href="#">CLICK HERE FOR THE LATEST UPDATES</a>	12 min
		Mexico	DNBJ-66-9C0*		
	without NAVI	Japan	BJHF-66-9C0*		
		Mexico	DRVT-66-9C0*		

1. Download the latest CMU software to the USB memory stick.
2. Update CMU software according to the procedure detailed in Service Information ['E020/20 - SOFTWARE UPDATE PROCEDURE FOR 7G TYPE MAZDA CONNECT'](#). Make sure that the resultant file is up to date as per the table in MGSS. Move to step 3.
3. Start a new MDARS Session. *Do not use any current MDARS session. Move to step 4.*

**Note:** If any DTCs should remain after performing DTC erase, diagnose the DTCs according to the appropriate troubleshooting section of the Workshop Manual before moving to the next step.

## Collect Diagnostic Information (ODR Update) – Upload of Data

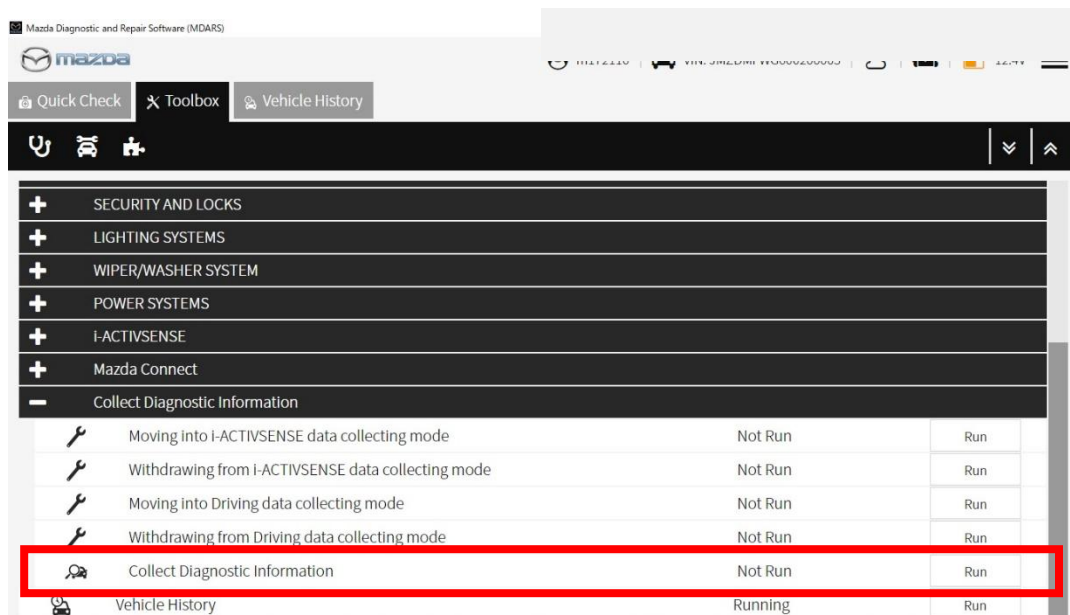
**WARNING! YOU MUST START A NEW MDARS SESSION FOR ODR UPLOAD.**

**FAILURE TO PROPERLY PERFORM COLLECT DIAGNOSTIC INFORMATION ODR UPDATE WILL RESULT IN CLAIM DENIAL, CAMPAIGN REMAINING IN OPEN STATUS AND VEHICLE HAVING TO COME BACK TO REDO THE DATA PUSH**

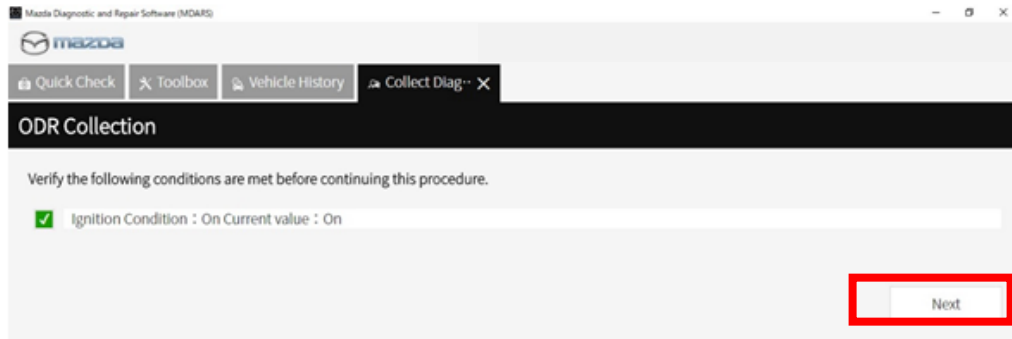
**If the software file is up to date – or the calibration file is equal to or higher than the suffix in the table, the unit is already modified. If this is the case proceed with Collect Diagnostic Information (Manual) Update.**

### Upload Data - Proceed to perform Collect Diagnostic Information (Manual)

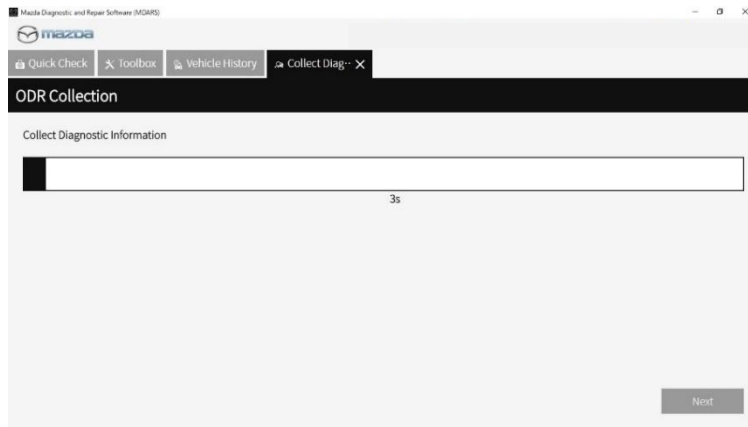
4. Go to Vehicle History. 'Collect Diagnostic information' then click 'Run' at the tool box tab.



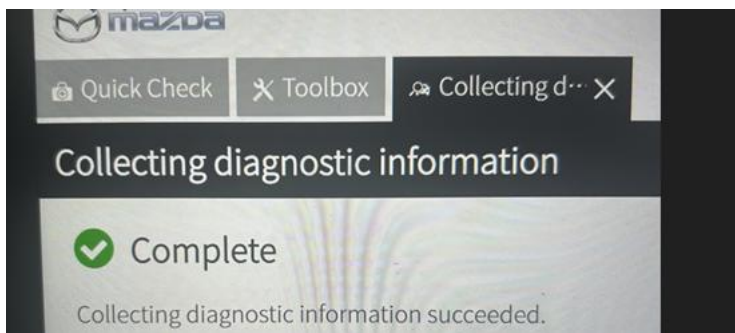
5. Click 'Next'



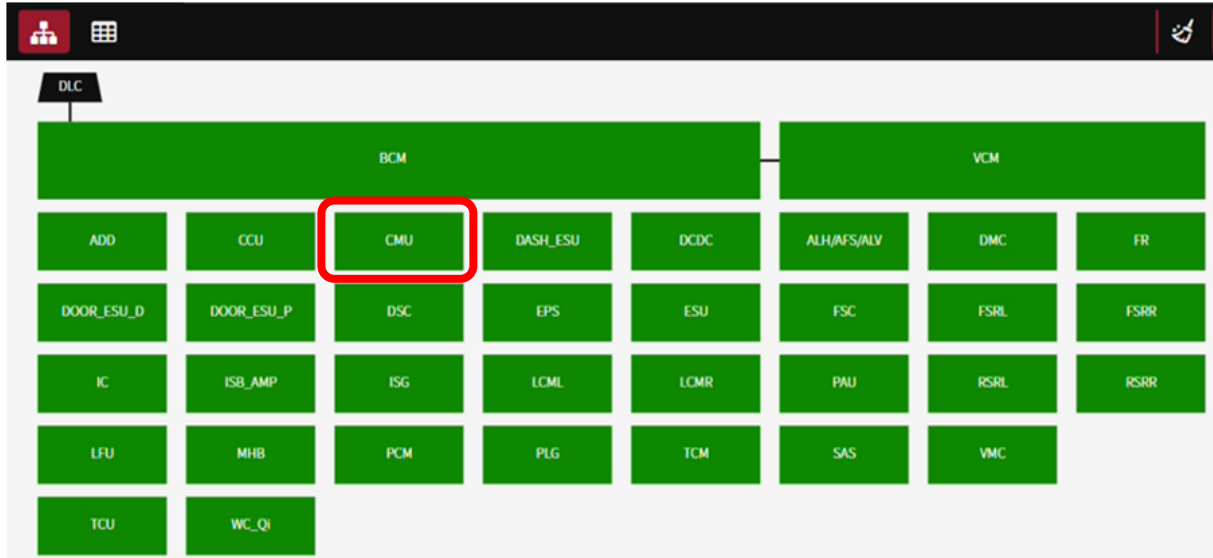
6. This may take around 60 seconds.



7. MDARS has collected data and confirmation has been sent to the server.



8. Check to make sure CMU displays Green or Yellow on the **Quick Check > Network View** Screen. If Yellow clear DTC. If CMU is grey the ODR collection will not transfer CMU data. If any squares are a Grey color, repeat Step 4.



■ No DTCs 
 ■ Communication Error 
 ■ Communication Error or Not Equipped 
 ■ DTC(s) Exist 
 ■ DTC Not Supported

Below is an example of a Failed Data Collection from a Dealer. In this example CMU is not on the list and therefore the data was not transferred.

< Oct 12, 2024 04:12 UTC +0900 >

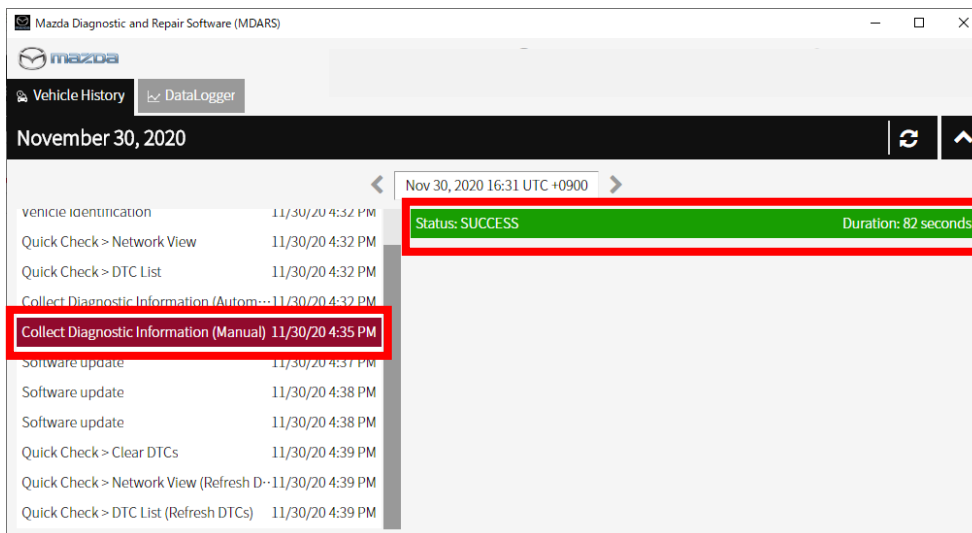
Start	10/12/24 4:12 AM	<b>Status: SUCCESS</b>	<b>Duration: 11 seconds</b>
Vehicle Identification	10/12/24 4:12 AM	<b>Module</b>	<b>Status</b>
<b>Quick Check &gt; Network View</b>	<b>10/12/24 4:12 AM</b>	FSC	No DTCs
Quick Check > DTC List	10/12/24 4:12 AM	VCM	No DTCs
Collect Diagnostic Information (Automatic)	10/12/24 4:12 AM	ISB_AMP	No DTCs
Collect Diagnostic Information (Manual)	10/12/24 4:13 AM	IC	No DTCs
		LCML	No DTCs
		BCM	DTC(s) exist
		EPS	No DTCs
		DASH_ESU	No DTCs
		LCMR	No DTCs
		SAS	No DTCs
		DOOR_ESU_D	No DTCs
		DOOR_ESU_P	No DTCs
		TCU	No DTCs
		DSC	No DTCs
		FR	No DTCs
		ESU	No DTCs
		LFU	No DTCs
		RSRL	No DTCs
		RSRR	No DTCs
		CCU	No DTCs
		PCM	No DTCs
		TCM	No DTCs

NO Good – CMU is not present in module list

In this example there is a CMU communication error. This error cannot be present. You may need to restart the session.

Start	11/29/24 9:16 AM	LCMIR	NO DTCs
Vehicle Identification	11/29/24 9:16 AM	SAS	No DTCs
Quick Check > Network View	11/29/24 9:16 AM	DOOR_ESU_D	No DTCs
Quick Check > DTC List	11/29/24 9:16 AM	DOOR_ESU_P	No DTCs
Collect Diagnostic Information (Automatic)	11/29/24 9:16 AM	TCU	No DTCs
Quick Check > Clear DTCs	11/29/24 9:18 AM	DSC	No DTCs
Quick Check > Network View (Refresh DTCs)	11/29/24 9:18 AM	FR	No DTCs
Quick Check > DTC List (Refresh DTCs)	11/29/24 9:18 AM	CMU	Communication Error
Collect Diagnostic Information (Manual)	11/29/24 9:18 AM	ESU	No DTCs
		LFU	No DTCs
		RSRL	No DTCs
		RSRR	No DTCs
		CCU	No DTCs
		PCM	No DTCs
		TCM	No DTCs

9. After you have completed the updates and cleared DTC's, check to make sure "Collect Diagnostic Information (Manual) appears and Status shows 'SUCCESS' in green . ***If this step is not completed, your warranty claim will not be approved and the customer will need to return for a re-repair.***



**IMPORTANT NOTE** - All vehicles are required to "Collect Diagnostic Information (Manual) ODR Upload" after software update, the Automatic ODR Upload is not sufficient for repair. If the Manual ODR collection is not uploaded successfully in a NEW MDARS Session, or if one or more software updates are missed or done incorrectly, this MSP61 will remain Open and the warranty claim will not be paid. Dealers will then be required to contact the customer to bring the vehicle back to correct the concern.

- Please wait up to 30 minutes after completing the MSP61 operation before submitting the warranty claim. **MOVE TO STEP 10.**

10. Check for correct software version

- Check Mazda Connect for correct version in the vehicle. The updated version should be 7230C1A-NA03\_10022 or later. If the version is anything lower than "10022", re-start the repair from Step 1.

11. Proceed to Section D. Campaign Label Installation

-----END OF SECTION C-----

## D. Campaign Label Installation

1. Fill out a "Campaign Label" (9999-95-065A-06) with Campaign No: "MSP61", your dealer code, and the repair date. **It is OK to bundle multiple campaigns on one label as long as each campaign is legible.** Use more than one label if necessary.
2. Affix it to the hood or bulkhead as shown:

CAMPAIGN LABEL

CAMPAIGN NO: \_\_\_\_\_

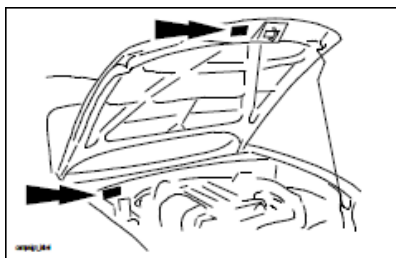
DEALER CODE: \_\_\_\_\_

DATE:            //

PIN 9999-95-065A-06

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3. Return the vehicle to the customer.



**END OF REPAIR PROCEDURE**