

SERVICE ALERT

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Date: 2016-12-19

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Service Alert
No: SA-001268

Subject: MAZDA MOBILE START (MMS) CANNOT COMMUNICATE WITH
VEHICLE

If a customer has a vehicle communication related error on their APP, perform the following:

- Disconnect the battery or unplug the module for at least 10 seconds.
- Reconnect the battery, wait 60 seconds and then have the customer try the APP again.
- If the vehicle starts, order module **0000-8F-Z80A**.
- Install the module and program it per MMS programming instructions.
- Instruct the customer to update their account with the new module information, otherwise the MMS will not work from the APP.