

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

**UPDATED INSTRUCTIONS (6/6/18) - MAZDA IDS INOPERATIVE WITH
VCM-II LICENSE EXPIRATION MESSAGE**

Service Alert No.: SA-029/18

Last Issued: 06/06/2018

BULLETIN NOTES

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

Previously issued Service Alert(s):	Date(s) issued:
SA-029/18	06/01/18

APPLICABLE MODEL(S)/VINS

2012-2018 Mazda3	2016-2019 CX-3	2016-2018 CX-9
2014-2018 Mazda6	2013-2018 CX-5	2016-2018 MX-5

DESCRIPTION

IMPORTANT:

If you encounter an IDS inoperative problem with VCM-II license expiration message, follow the instructions below:

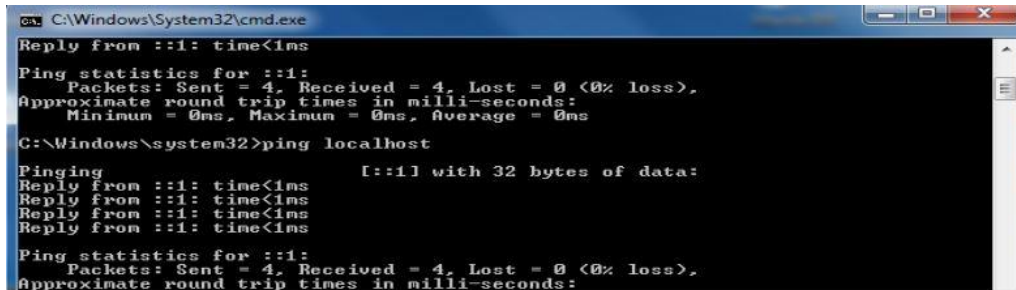
1. [CLICK HERE](#) to download the resetting tool to your PC desktop.
2. Reboot your PC, DO NOT start any application after restarting.
3. Run the resetting tool by double clicking the "Reset.bat" file (on your desktop from step 1).
4. Press any key after reading the notifications about the resetting tool.

```
C:\Windows\system32\cmd.exe
C:\Users\...\Desktop>echo off
*****
This tool is for resetting to license of UCM-II.
If you see user account control (UAC) within next step,
please select "Yes".
*****
Press any key to continue . . . _
```

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.

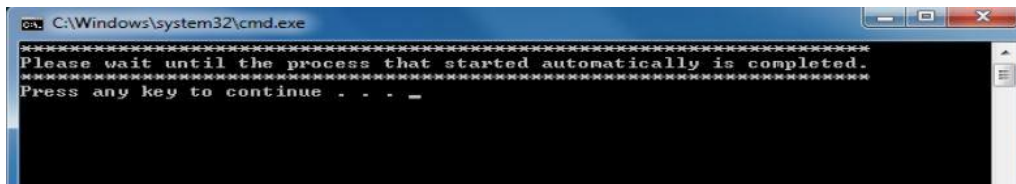
NOTE:

- Click the "Yes" button if you see the User Access Control screen.
- You will see another window open and close automatically when the resetting tool is running.



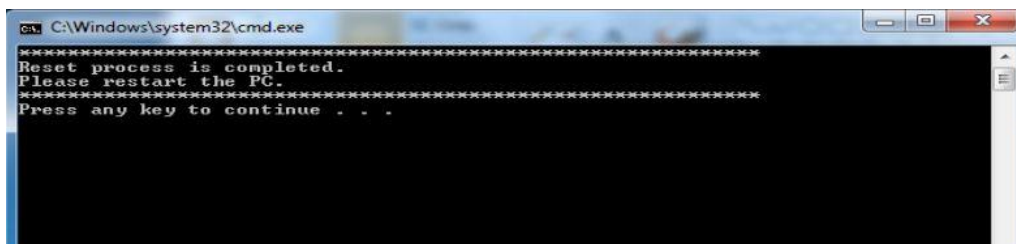
```
C:\Windows\System32\cmd.exe
Reply from ::1: time<1ms
Ping statistics for ::1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms
C:\Windows\system32>ping localhost
Pinging [::1] with 32 bytes of data:
Reply from ::1: time<1ms
Reply from ::1: time<1ms
Reply from ::1: time<1ms
Reply from ::1: time<1ms
Ping statistics for ::1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
```

7. Press any key when you see the following screen.



```
C:\Windows\system32\cmd.exe
=====
Please wait until the process that started automatically is completed.
=====
Press any key to continue . . . _
```

8. Restart your PC when you see the following screen.



```
C:\Windows\system32\cmd.exe
=====
Reset process is completed.
Please restart the PC.
=====
Press any key to continue . . .
```

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9. The following message is displayed after restarting the PC (License activation is complete).

