

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> <b>MAZDA IDS INOPERATIVE WITH VCM-II LICENSE EXPIRATION MESSAGE</b>	<b>Service Alert No.:</b> SA-013/19
	<b>Last Issued:</b> 04/01/2019

## 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	06/01/2018 and 06/06/2018

## APPLICABLE MODEL(S)/VINS

1996-2003 Protege	2001-2011 Tribute	2006-2015 Mazda5
1996-2002 Millenia	2002-2003 Protege5	2007-2012 CX-7
1996-2005 Miata	2003-2019 Mazda6	2007-2019 CX-9
1996-2002 626	2004-2019 Mazda3	2011-2015 Mazda2
1996-2009 B-Series	2004-2011 RX-8	2013-2019 CX-5
1996-2006 MPV	2006-2019 MX-5	2016-2019 CX-3

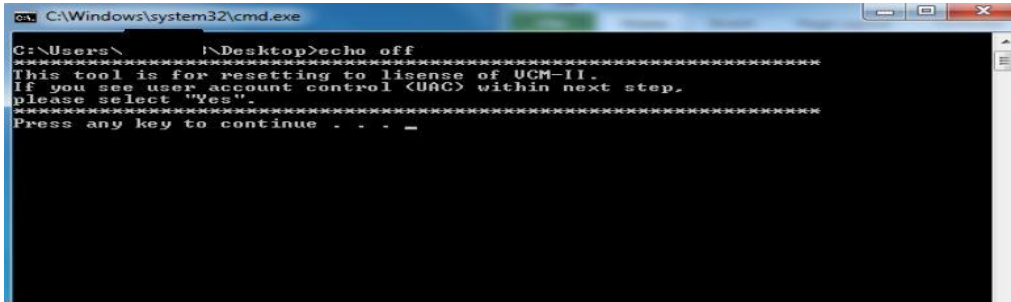
## DESCRIPTION

### 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.

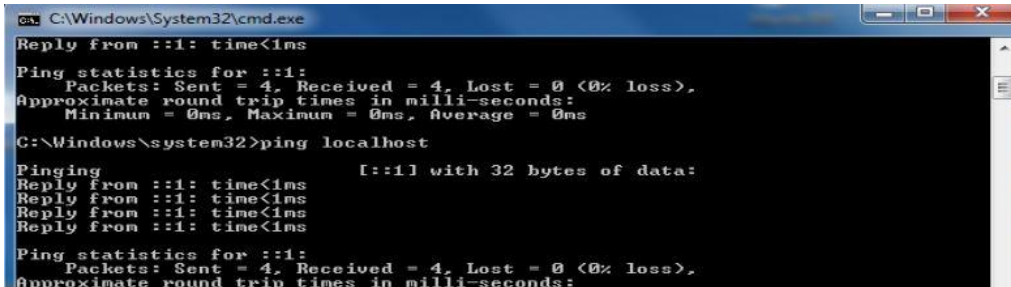
**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." 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.



```
C:\Windows\system32\cmd.exe
C:\Users\N\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 . . . _
```

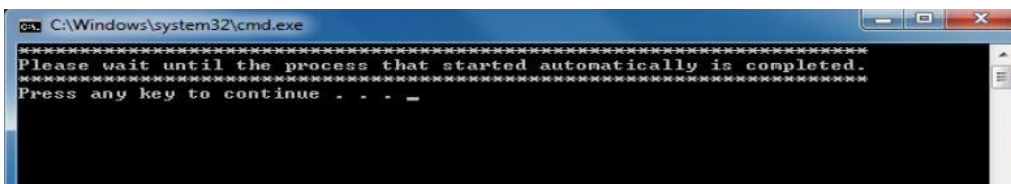
**NOTE:**

- 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<ms
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<ms
Reply from ::1: time<ms
Reply from ::1: time<ms
Reply from ::1: time<ms
Ping statistics for ::1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
```

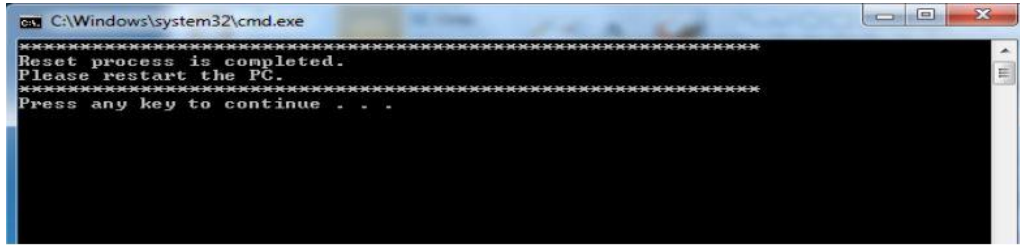
7. Press any key when you see the following screen.



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

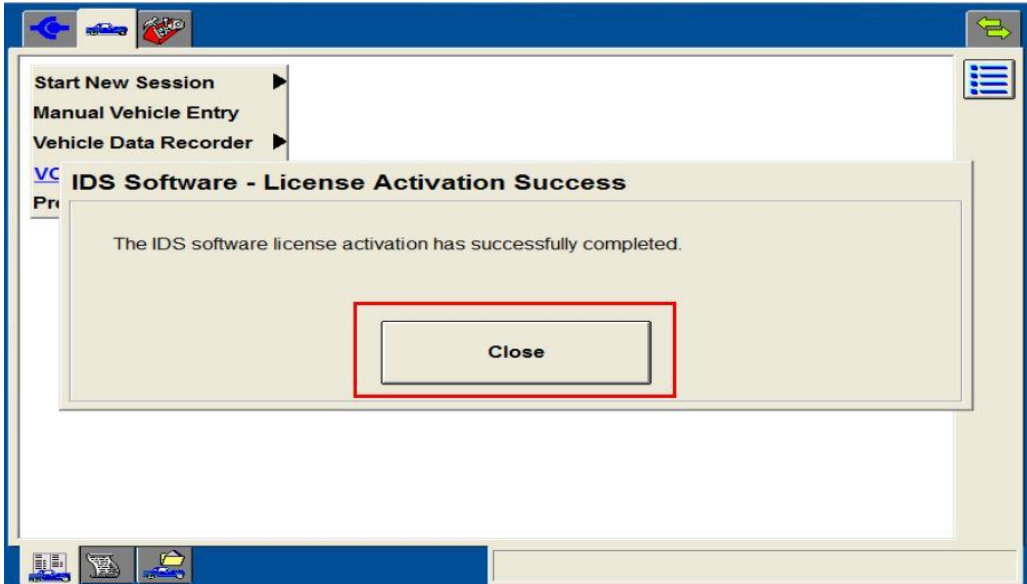
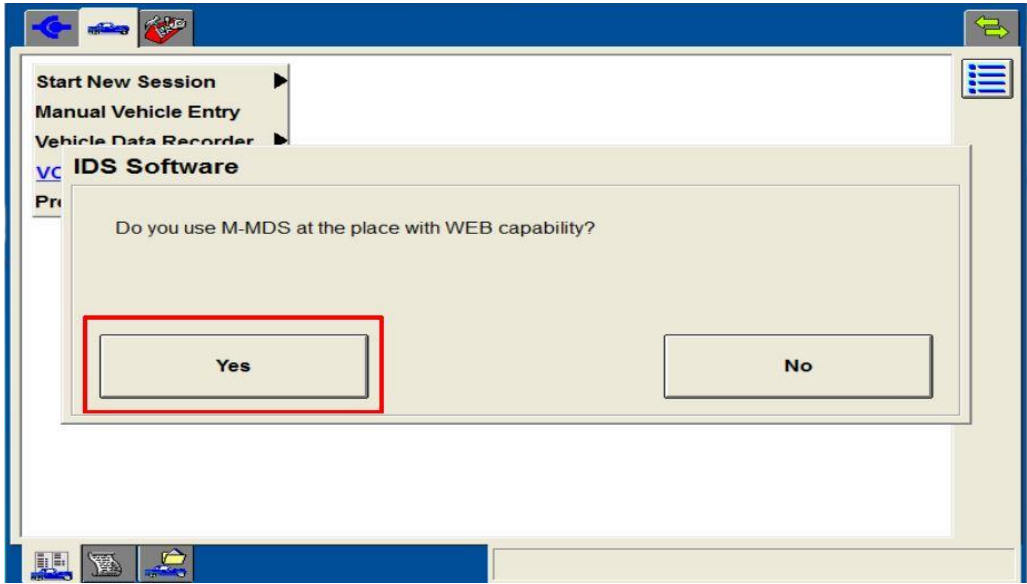
8. Restart your PC when you see the following screen.

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



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