



<b>Subject:</b>  DRW26 - 2020 MAZDA3 MAZDA CONNECT CONCERN	∴
	<b>Last Issued:</b> 10/1/2019

## DESCRIPTION

### Outline of concern

On certain subject vehicles, it is possible the following concerns may happen when the connectivity service is available.

1. The hands-free capability does not work properly due to a communication error between CMU (Connectivity master unit) and the microphone.
2. The communication failure happens between the TCU (Telematics Communication Unit) and connectivity server due to improper software of the TCU.
3. Door lock operation will work even though the key fob is inside of the vehicle.

### Outline of repair

Reprogram TCU and C-BCM with modified software, using a specific MDRT3 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.



MAZDA DEALER EMAIL

---

October 1, 2019

**Attention: Mazda Dealership Sales and Service Managers**

**Subject: Dealer Rework (DRW) 26 - Mazda Connect Concern 2020 Mazda3**

We are writing to inform you that certain 2020MY Mazda3 vehicles, may be affected by the concern mentioned below. Vehicles affected by this DRW will be visible in eMDCS on October 1, 2019. The VIN list of affected vehicles for DRW26 will be uploaded to MGSS along with Repair Procedures and Warranty Information by October 2, 2019. Affected vehicles are expected to arrive at your dealership starting October 2, 2019.

**Subject Vehicles:**

Model	Subject VIN range	Subject production date range
2020 Mazda3 (built at MC)	JM1BP****L1147656 - 51143	From June 29, 2019 through August 21, 2019
2020 Mazda3 (built at (MMVO)	3MZBP****LM115095 - 19671	From June 28, 2019 through August 14, 2019

**Number of subject vehicles:**

Country	Subject vehicles
USA	2,580

**Action Required:**

Please hold the affected vehicles in inventory until the repair procedure has been performed. This DRW must be performed before the vehicle is sold and is a requirement for a New Car Ready Claim.

A specific Mazda Diagnostic Repair Tool (MDRT) is needed for this repair (see photo below). Beginning September 30, 2019 the Mazda Warranty Department is shipping one tool free of charge to each Mazda dealer via UPS Overnight Delivery. Please only use this specific MDRT tool for DRW26 as all other tools will not repair this concern. We will request this tool be returned at a later date after all vehicles have been repaired.



**Concern Outline:**

On certain subject vehicles, it is possible the following may happen, when the connectivity service will be available.

1. The hands-free capability does not work properly due to a communication error between CMU (Connectivity master unit) and the microphone.
2. A communication failure happens between TCU (Telematics Communication Unit) and connectivity server due to improper software of TCU.
3. Doors can be locked even though the fob key is inside the vehicle.

**Outline of Repair:**

Reprogram the TCU and BCM with modified software, using MDRT.

We apologize for any inconvenience this program may cause your dealership and your customers. Your understanding and support are greatly appreciated.

If you have any questions regarding this DRW, please contact Dealer Recall Help on MXConnect > Warranty or contact the Mazda Warranty Department at [warrantydept@mazdausa.com](mailto:warrantydept@mazdausa.com)

Sincerely,

Travis Young  
Manager, Recalls, Technical Services Division  
Mazda North American Operations

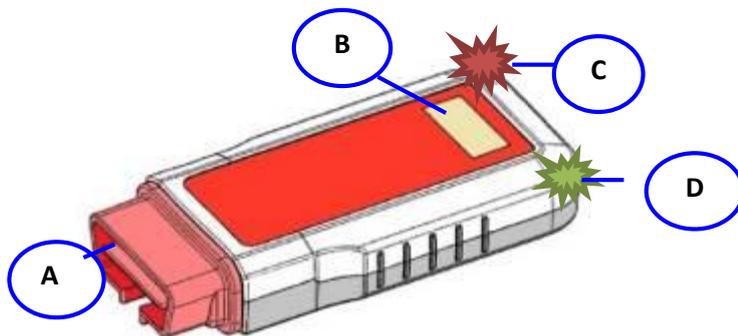
Mazda3 TCU & BCM reprogramming by MDRT for DRW26

**NOTE: Before reprogramming, please connect a Battery charger to prevent a drop in battery voltage.**

**MDRT Tool**  
- MDRT



1. Check if any warning lamps are on or flashing in the instrument cluster, and repair it according to the Workshop Manual before reprogramming.
2. Reprogram the TCU & BCM with Mazda Diagnostic Reprogramming Tool (MDRT).



A	OBDII connector
B	Display
C	LED light (Red)
D	LED light (Green or Blue)

LED lights show the configuration status.

- \*There are two LED types for MDRT.
1. Green & Red (Serial number up to 02217)
  2. Blue & Red (Serial number after 02218)

**Handling Caution**

Take care when handling the MDRT tool to avoid damage

- Avoid exposing it to high heat.
- Avoid exposing it to water.

To avoid module damage during reprogramming.

- Do not disconnect MDRT from OBDII connector.
- Do not start engine.
- Do not turn IG-Off.

Otherwise a module replacement may be required.

**NOTE**

When performing reprogramming with an MDRT:

- Verify that the room fuse is installed.
- Turn off all electric-type loads such as air-conditioning or the audio system and then connect battery

charger.

- Do NOT touch the MDRT while Green or Blue light is blinking or when you hear a “beep” sound.
- During the reprogramming operation, the center display and instrument cluster may blink, which is NORMAL.

### TCU & BCM reprogramming procedure

#1. Turn the ignition off.

#2. Connect the MDRT to the OBDII connector.

Note: Wait until the green/blue and the red LED turn on with a long beep, then go to the next step.

#3. Switch the ignition to on (Engine not running)

#4. Wait and Monitor the MDRT display.

**Note:**

- The reprogramming needs approximately 15 minutes. (Pulsing beeps will sound during the reprogramming)
- When the reprogramming has successfully completed, the display shows “Repro OK” and in the bottom row of the tool, green or blue LED lights will be blinking.

**Caution: BCM - If the reprogramming fails, restart the procedure from Step 1.**



SECUL\_NG

Displayed 'SECUL\_NG'  
-Restart from '#1 Switch the ignition to off' and complete reprogram.

REPRO\_OK  
XXXX-X

Displayed 'REPRO\_OK'  
-Confirm the FILENAME and Suffix and proceed '#5 Switch the ignition to off'

Please refer to the chart  
Displayed message after  
reprogramming' below.  
Note: It may display either or ① to ③.

#5. Turn the ignition off.

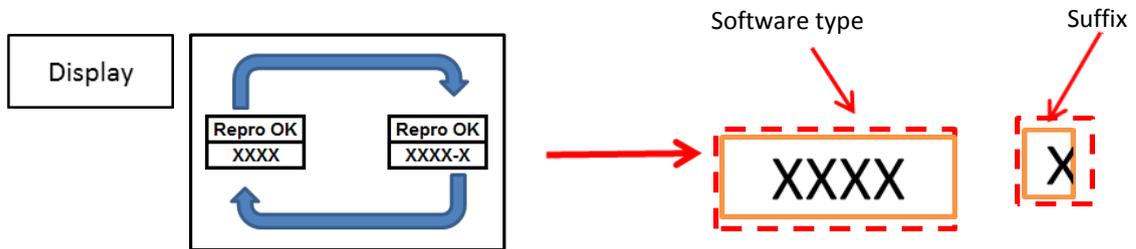
#6. Disconnect the MDRT.

Displayed message after reprogramming of TCU			
	Software type		Suffix
①	BDGF	-	B
②	BDTS	-	A

Displayed message after reprogramming of BCM			
	Software type		Suffix
①	BDTS	-	M
②	BEMD	-	M
③	BCKA	-	R

**How to verify the reprogramming results by display**

Confirm that the display shows a message as follows after completing reprogramming.



Lower message on the display indicates each of the software type & suffix. If a suffix becomes higher, Reprogramming is completed.

**Troubleshooting**

The number is related to the step number in the reprogramming procedure.

Text in **bold** mean the most possible cause.

No.	Technician's operation	Vehicle status	MDRT status	LED status		Beep sound	Display
				G or B	Off		
3-1	IG-ON	IG-ON	MDRT malfunction.	R	Illuminate	Continuously beeping	Data Fail
3-2	IG-ON with MDRT not securely connected	IG-ON	No power supplied.	R	Off	No beep	
4-1	IG-ON	Not a subject vehicle	MDRT can't identify vehicle. MDRT performs only deleting DTC.	R	Blinking at intervals of 1 sec	Continuously beeping	VIN_NG No Target
4-2	IG-ON	IG-ON Batt. Voltage: 11 V or lower SOC: 75 % or lower	Check battery voltage. Stop reprogramming.	R	Blinking at intervals of 1 sec	Continuously beeping	Repro NG BATCHK
4-3	Poor MDRT connection during reprogramming	IG-ON	No power supplied.	R	Off	No beep	
4-4	Monitoring MDRT	IG-ON	Finish reprogramming DTCs have been detected	R	Blinking at intervals of 1 sec	Pulsing beeps	Rep Succ DTC!!
4-5	IG-ON	IG-ON Reprogramming failed	Verify reprogramming result.	R	Illuminate	Continuously beeping	Repro NG XXXXX

**NOTE**

In case of "No. 4-1", verify the vehicle is subject to the DRW.

In case of "No. 3-1", it may be caused by one of the following concerns:

- Data in the Module is broken. The possible causes are followings.
  1. MDRT has been disconnected from OBDII connector during reprograming.
  2. Engine has been started or IG is turned off during reprograming.

**CONDITION OF CONCERN**

On certain subject vehicles, it is possible the following may happen, when the connectivity service will be available.

1. The hands-free capability does not work properly due to a communication error between CMU (Connectivity master unit) and the microphone.
2. A communication failure happens between TCU (Telematics Communication Unit) and connectivity server due to improper software of TCU.
3. Doors can be locked even though the fob key is inside the vehicle.

**OUTLINE OF REPAIR**

Reprogram the TCU and C-BCM with modified software, using MDRT. Tools to repair this concern will begin shipping out September 30, 2019.

**SUBJECT VEHICLES**

Please use eMDCS Warranty Vehicle Inquiry to verify if the vehicle has DRW26.

Model	Subject VIN range	Subject production date range
2020 Mazda3 (built at MC)	JM1 BP**** L1 147656 - 151143	From 29 June 2019 through 21 August 2019
2020 Mazda3 (built at MMVO)	3MZ BP**** LM 115095 - 119671	From 28 June 2019 through 14 August 2019

1. Verify the vehicle is within the range above:

Model	Subject VIN range	Subject production date range
2020 Mazda3 (built at MC)	JM1 BP**** L1 147656 - 151143	From 29 June 2019 through 21 August 2019
2020 Mazda3 (built at MMVO)	3MZ BP**** LM 115095 - 119671	From 28 June 2019 through 14 August 2019

Note: The asterisk symbol "\*" can be any letter or number.

\* Not all vehicles within this VIN range are included in DRW26. Perform a Warranty Vehicle Inquiry in eMDCS to verify DRW26 is open.

- If the vehicle is within the above ranges, proceed to step 2.
- If the vehicle is not within the above ranges, DRW26 is not applicable.

2. Perform a Warranty Vehicle Inquiry using eMDCS

If eMDCS displays:	Action to perform:
DRW26 OPEN	Inspect the vehicle and determine what repair is required.
DRW26 CLOSED	Return vehicle to inventory.
DRW26 is not displayed	DRW26 does not apply to this vehicle. Return vehicle to inventory.

**Warranty Information**

DEALER REWORK (DRW26)

	Dealer Rework - MDRT Update
Process Number	AK051A
Symptom Code	99
Damage Code	99
Part Number Main Cause	7777-SP-R63
Quantity	0
Labor Operation Number	XXR9XXFX
Labor Hours	0.2 H