

Subject: MAZDA MOBILE START (MMS) TROUBLESHOOTING	Service Alert No.: SA-049/19
	Last Issued: 11/20/2019

APPLICABLE MODEL(S)/VINS

2016-2018 Mazda3
2016-2020 Mazda6
2016-2020 CX-3
2016-2020 CX-5
2016-2020 CX-9

DESCRIPTION

Some customers may complain about a Mazda Mobile Start (MMS) system malfunction.



Use the information below to troubleshoot the customers complaint:

- MAZDA MOBILE START (MMS) TROUBLESHOOTING GUIDE
- CANNOT COMMUNICATE WITH VEHICLE
- ERROR MESSAGE INSTALLED ON ANDROID DEVICES
- COMMUNICATION ERRORS
- MMS CHECK MODE - Use to verify system operation (see below).

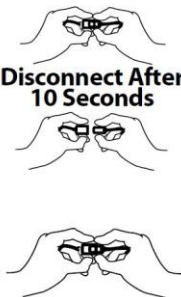



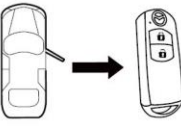






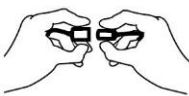
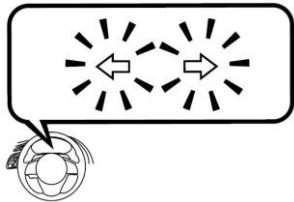
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MMS CHECK MODE

MMS check mode preparations:

1. Place one advanced key at least 5 feet away from the vehicle and keep one advanced key in your possession.
2. Close the hood and enter the vehicle's passenger side, leaving the door open.
3. Press the hazard lights switch on the center console and take note of where the hazard light indicators are on the dash.
4. Turn off the hazard lights.

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Steps	MMS CHECK MODE		Response when successful	Response when it fails
1		<p>A. Connect the RES Diagnostic connectors.</p> <p>B. After 10 seconds, disconnect and reconnect the RES Diagnostic connectors.</p> <p>1. Horn will sound 2 times.</p> <p>If the Horn does not sound, this procedure has failed.</p> <p>1. Disconnect the Diagnostic connectors and start over.</p>		
2 (Step 2 must be completed within 15 seconds of completion of step 1)	<p>PUSH 3X</p>  	<p>A. Press the Start button three times to switch the ignition from OFF to ACC, ON and back to OFF.</p> <p>B. Exit the vehicle with the advanced key and place it at least 5 feet away from the vehicle.</p> <p>C. Enter the vehicle and close the door.</p> <p>1. Horn will sound 2 times.</p> <p>2. Horn will sound 2 times again before the engine starts.</p> <p>If the engine does not start or the horn does not sound, this procedure has failed.</p> <p>1. Disconnect the Diagnostic connectors and start over from step 1.</p>	  	  
3		<p>A. Let the engine run for at least 6 seconds.</p> <p>B. Disconnect the Diagnostic connectors and observe the hazard lights for number of flashes.</p> <p>1. Engine stops, check table below for corresponding hazard light flashes.</p>		

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# Hazard Flashes	Meaning of Hazard Flashes
2	Check mode successful
4	Communication Module and MMS ECU connection problem
6	TEL antenna connection problem
8	GPS antenna connection problem
10	Inadequate reception problem

MMS Check mode will end if any of the following conditions are met:

1. Engine has stopped when any one of the MMS engine stop conditions is met.
2. 10 minutes have elapsed.
3. RES Diagnostic connectors are disconnected.
4. MMS check mode will end if starting engine via MMS failed.

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