Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

Subject:	
TELEMATICS COMMUNICATION UNIT (TCU) INITIALIZATION PROCEDURE	**Service Alert No.:** SA-010/20
	Last Issued: 01/15/2020

APPLICABLE MODEL(S)/VINS
2019-2020 Mazda3
2020 CX-30

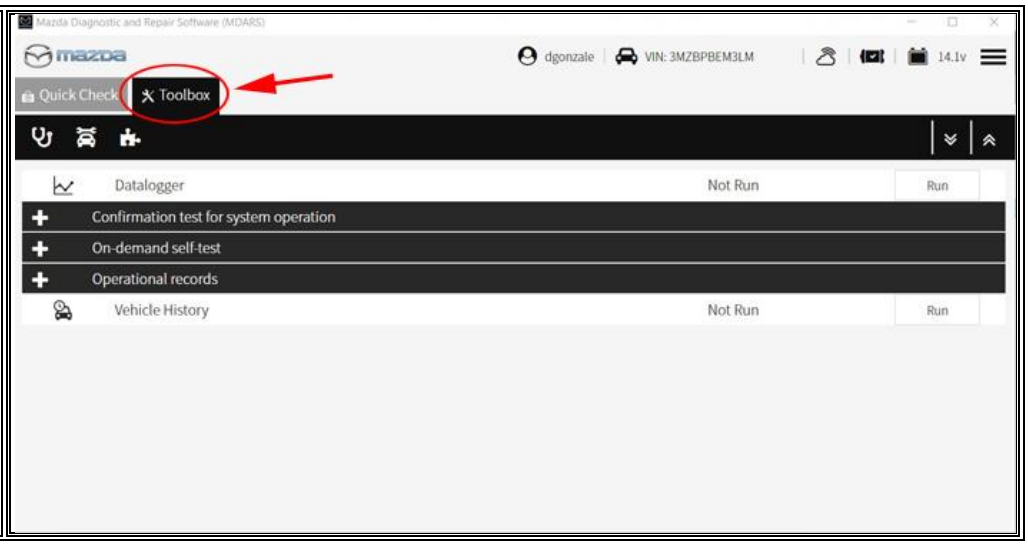
DESCRIPTION

When the Telematics Control Unit (TCU) replacement is necessary due to a failure, use MDARS to initialize the new TCU after replacement.
Use the information in this service alert to initialize the new TCU until the procedure on MGSS is updated.

TCU Initialization
1. Install a new TCU.

- Mazda3 - TELEMATICS COMMUNICATION UNIT REMOVAL/INSTALLATION
- CX-30 - TELEMATICS COMMUNICATION UNIT REMOVAL/INSTALLATION

2. Turn the ignition ON (engine ON or OFF).
3. Connect MDARS to the vehicle.

4. Select "Tool Box".	

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.

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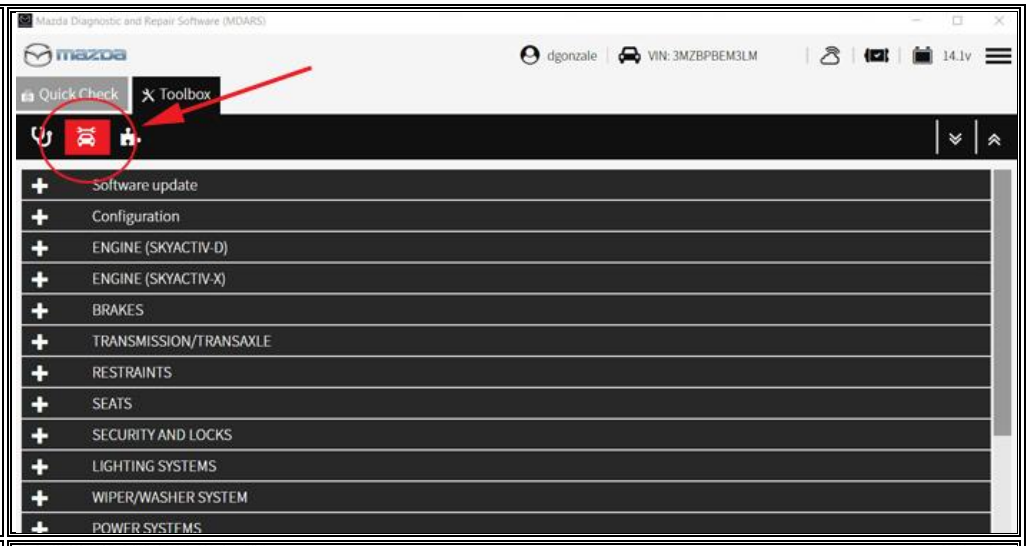
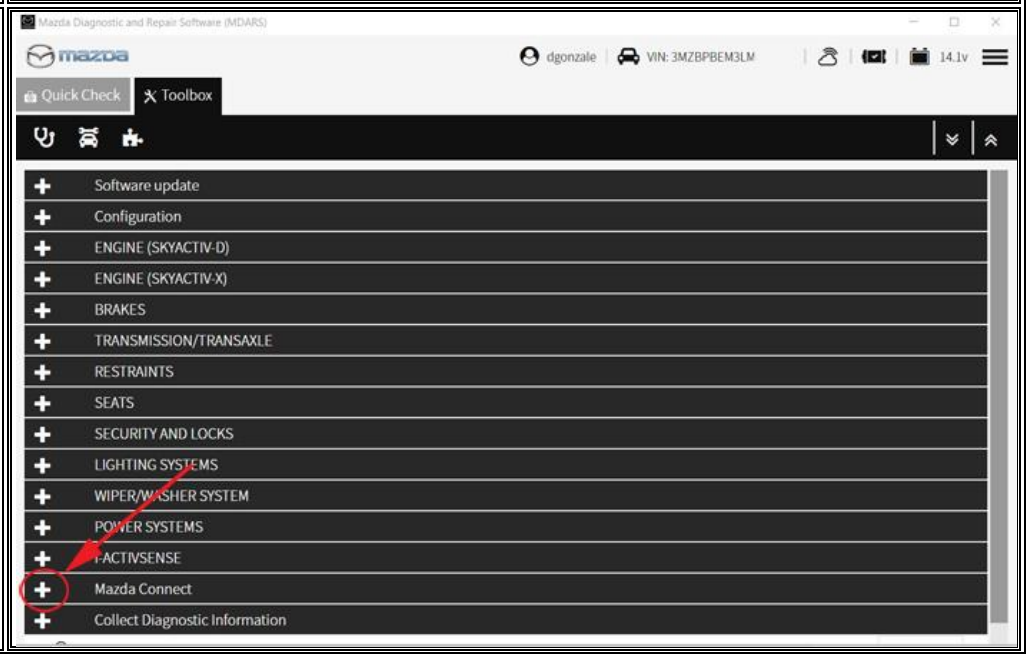
5. Select the repair icon.	
6. Select "Mazda Connect"	

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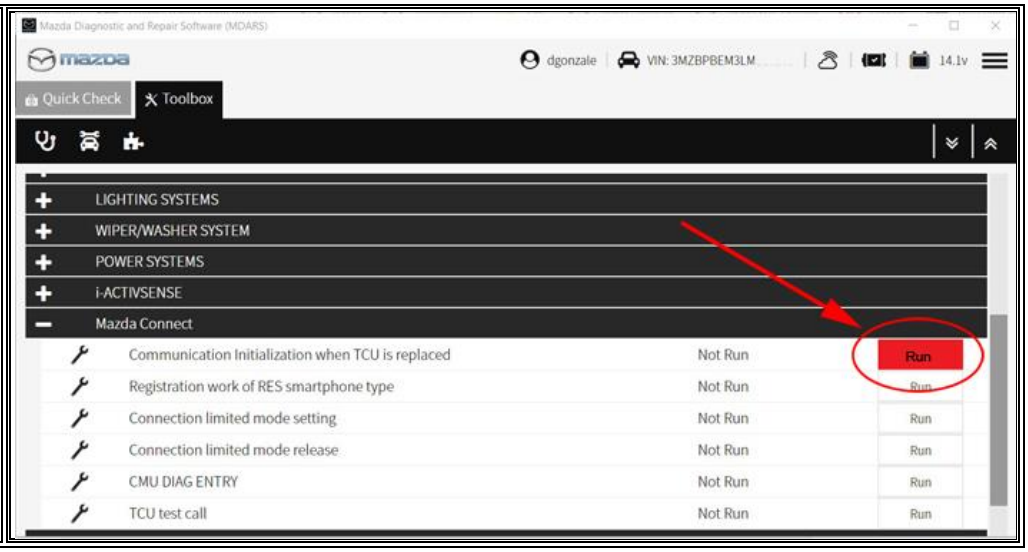
7. Select Communication initialization when TCU is replaced "Run".	

8. Wait for "initialization complete" message.

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