

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: CONNECTED VEHICLE SYMPTOM TROUBLESHOOTING	Service Alert No.: SA-031/20
	Last Issued: 02/27/2020

APPLICABLE MODEL(S)/VINS

2020 CX-30

DESCRIPTION

Some customers may complain about any of the following:







- Vehicle Center Display does not provide the One Time Pass Code during the MyMazda App Connected Vehicle enrollment.
- Remote function(s) inoperative.
 - Engine Start / Stop
 - Door Lock / Unlock
 - Lights ON / OFF

Confirm the customer's phone and vehicle have good to strong reception during the concern as shown in the table below.

- If the reception is weak, move the vehicle to a location where the reception is good to strong as shown in the table, then try to get the One Time Pass Code and/or operate the remote functions before proceeding to the Repair Procedure if there is still an issue.
- If the reception is good to strong, proceed to the Repair Procedure.

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.



Indication	Explanation
	Radio waves are not being received. Move to a location with good reception.
	Weak reception.
	Good Reception
	Strong reception.
	Currently conducting an operation check of the communication unit. If this condition continues, consult an Authorized Mazda Dealer.
	The communication unit is unsubscribed or a Connected Service contract has ended.

REPAIR PROCEDURE

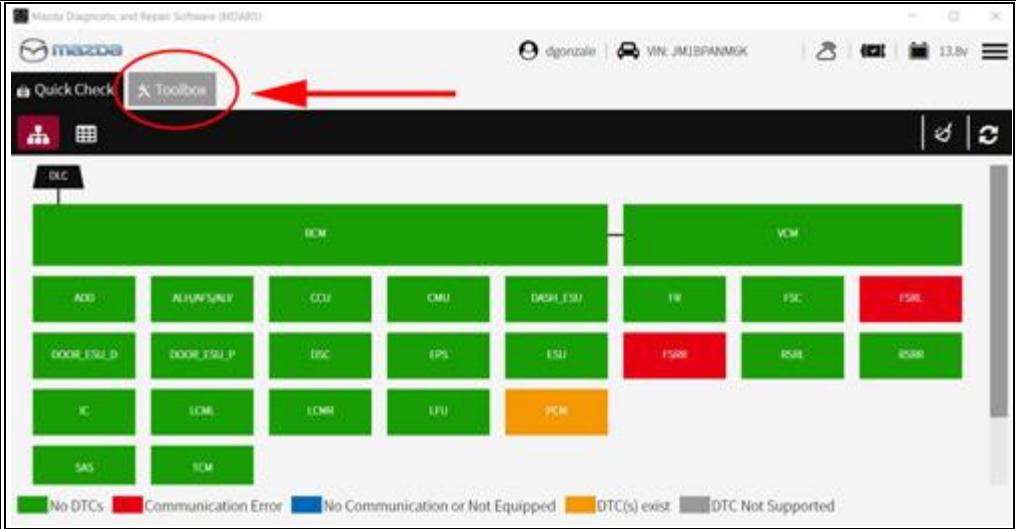
1. Verify customer concern.
2. Use MDARS to ID the vehicle and check for DTC's stored. Are DTC(s) stored?
 - Yes - Go to step 3.
 - No - Go to ODR Data Collection Procedure, then go to step 3.
3. Retrieve MAZDA CONNECT CMU log data. Go to MGSS MAZDA CONNECT CMU Data Retrieval
4. Clear DTC(s). **NOTE:** If DTC 2050:55 is stored, go to SA-003/20 to clear DTC.
5. Perform KAM reset.
6. Contact Hotline for the latest repair information.

ODR Data Collection Procedure

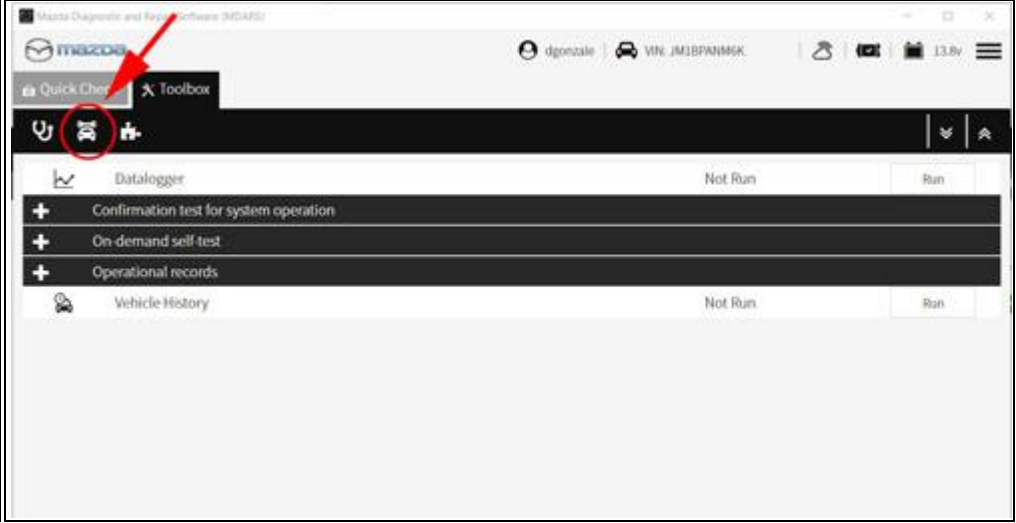
1. ID the vehicle using MDARS	---
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2. Select "Toolbox"

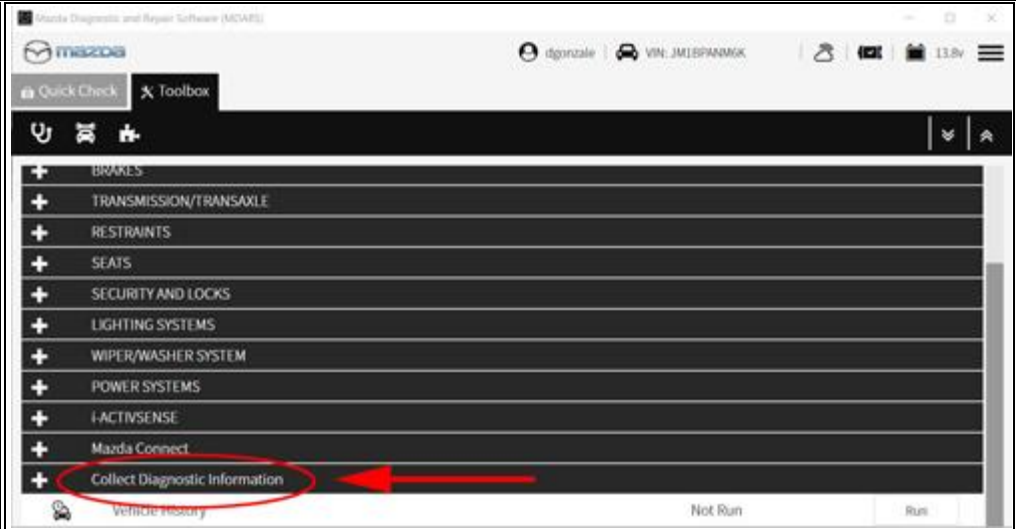


3. Select Vehicle Icon

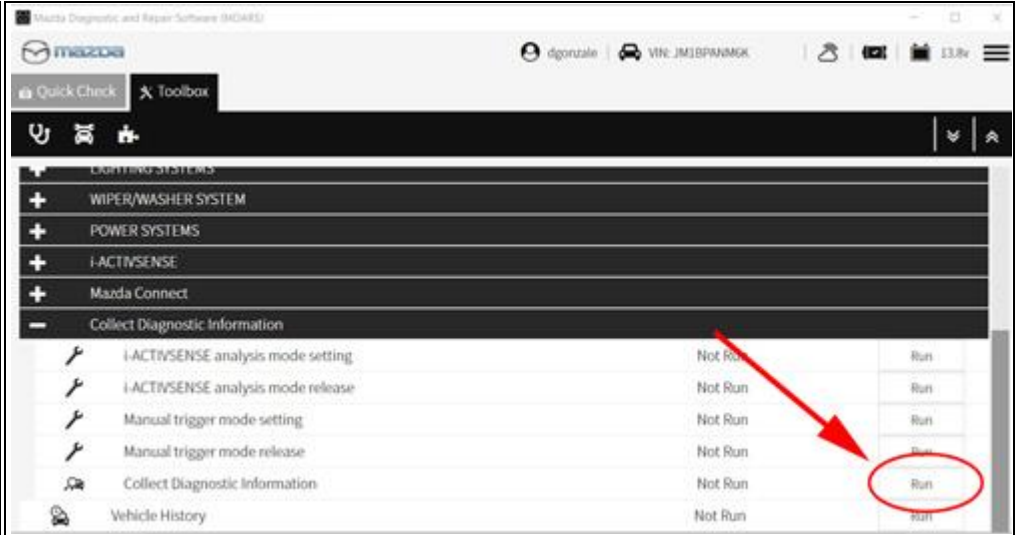


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4. Select "Collect Diagnostic Information"

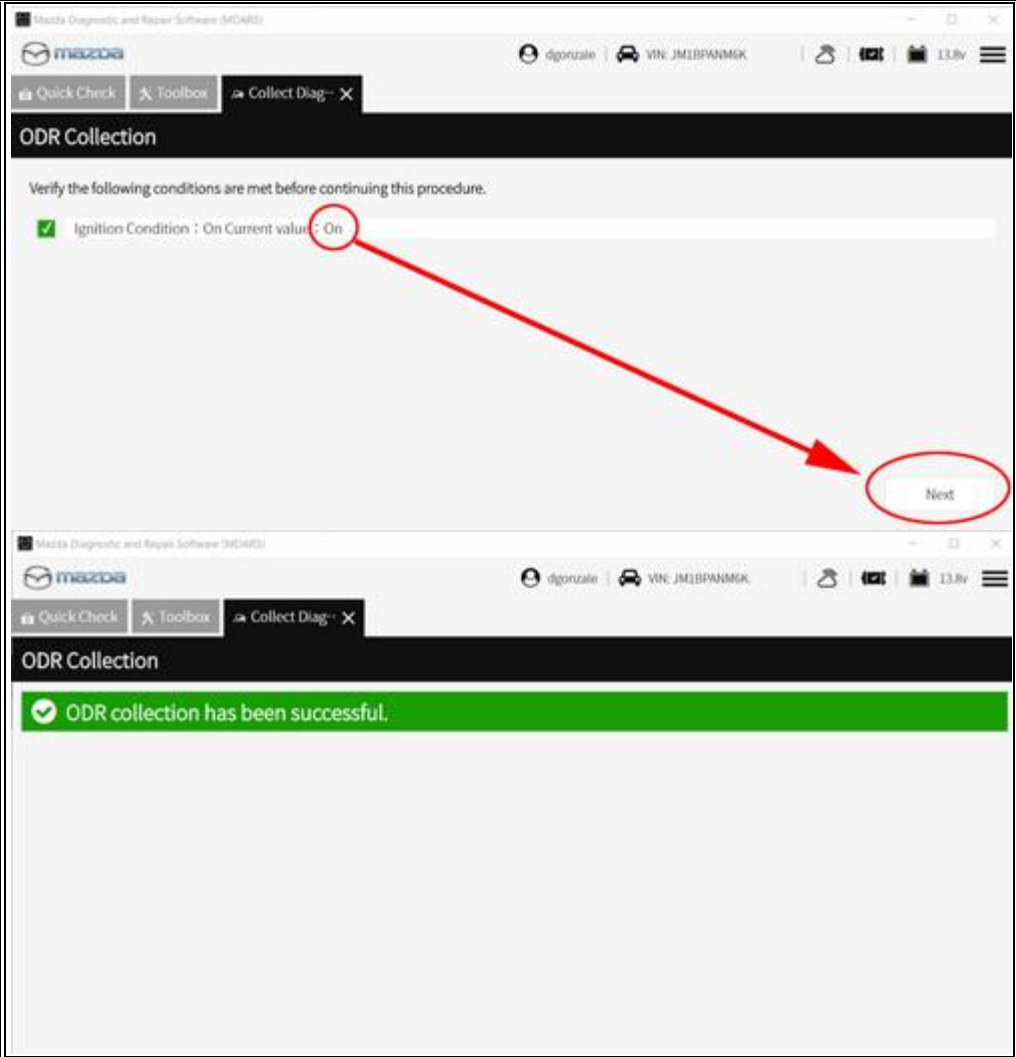


5. Select Collect Diagnostic Information "Run"



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6. Turn Ignition ON, then select "Next"



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