

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: CONNECTED VEHICLE SYMPTOM TROUBLESHOOTING	Service Alert No.: SA-031/20
	Last Issued: 03/11/2020

BULLETIN NOTES

This service alert supersedes the previously issued service alert listed below. The changes are noted in Red text.

Previous Service Alert	Date(s) Issued:
SA-031/20	02/27/20

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.

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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

NOTE: Vehicles stored for long periods may lose GPS clock synchronization. If the vehicle is stored for a long period, test drive the vehicle to give the GPS clock time to synchronize before enrolling or testing connected vehicle functions .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.

NOTE: Test drive vehicle after a KAM reset to allow the GPS clock to synchronize before retrying connected vehicle functions. 6. Contact Hotline for the latest repair information.

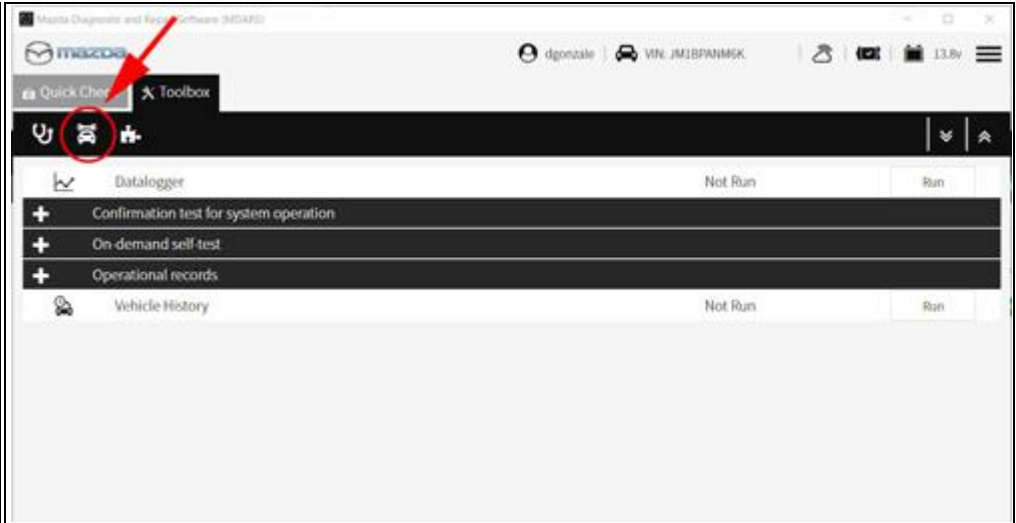
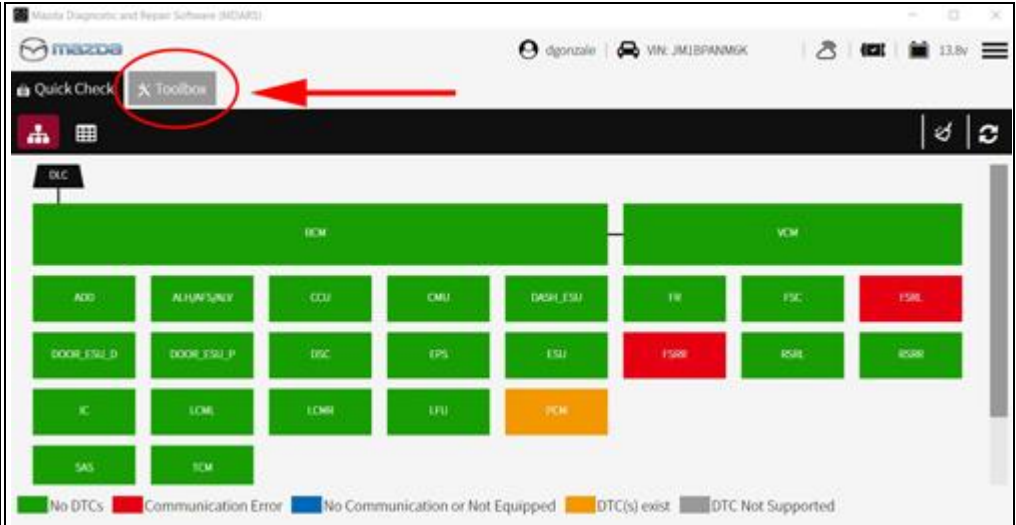
ODR Data Collection Procedure

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1. ID the vehicle using MDARS

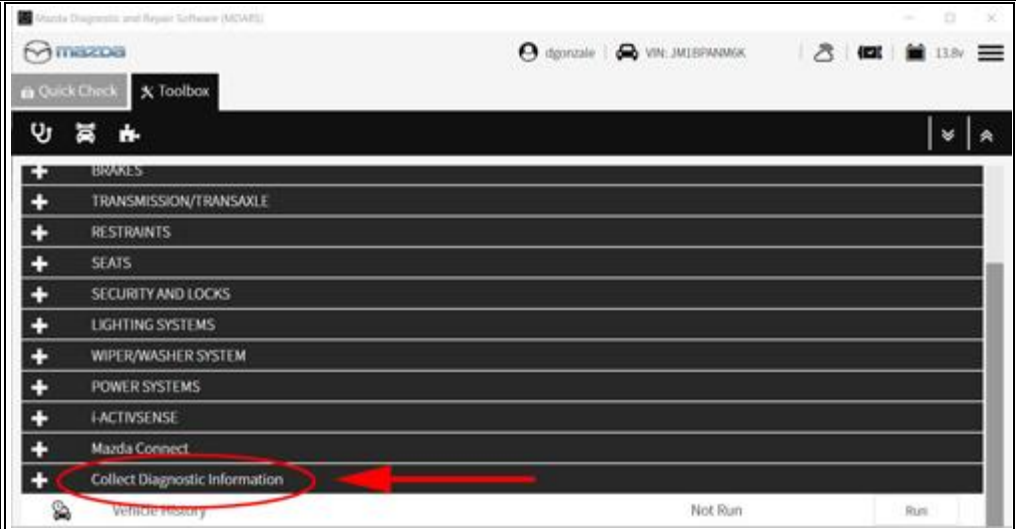
2. Select "Toolbox"

3. Select Vehicle Icon

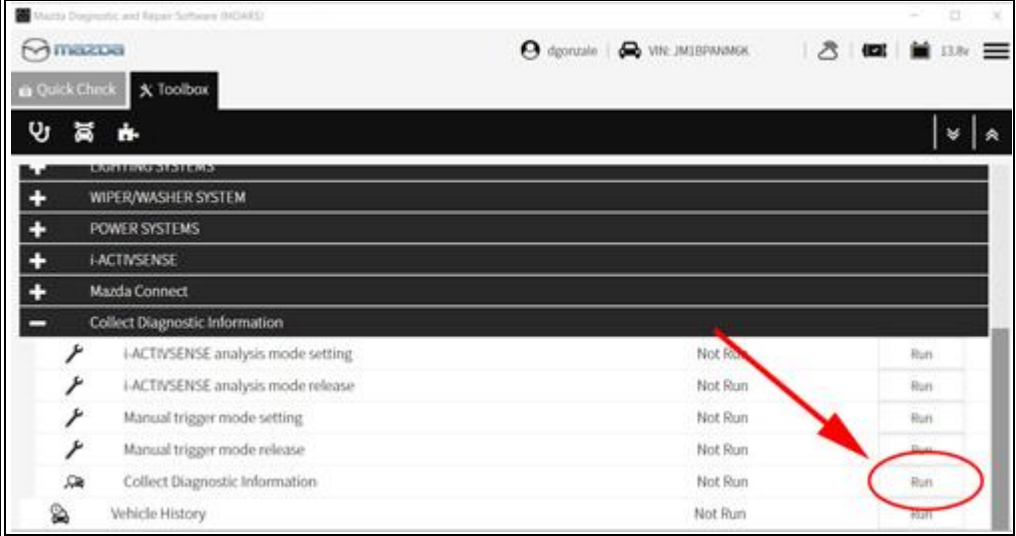


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4. Select "Collect Diagnostic Information"

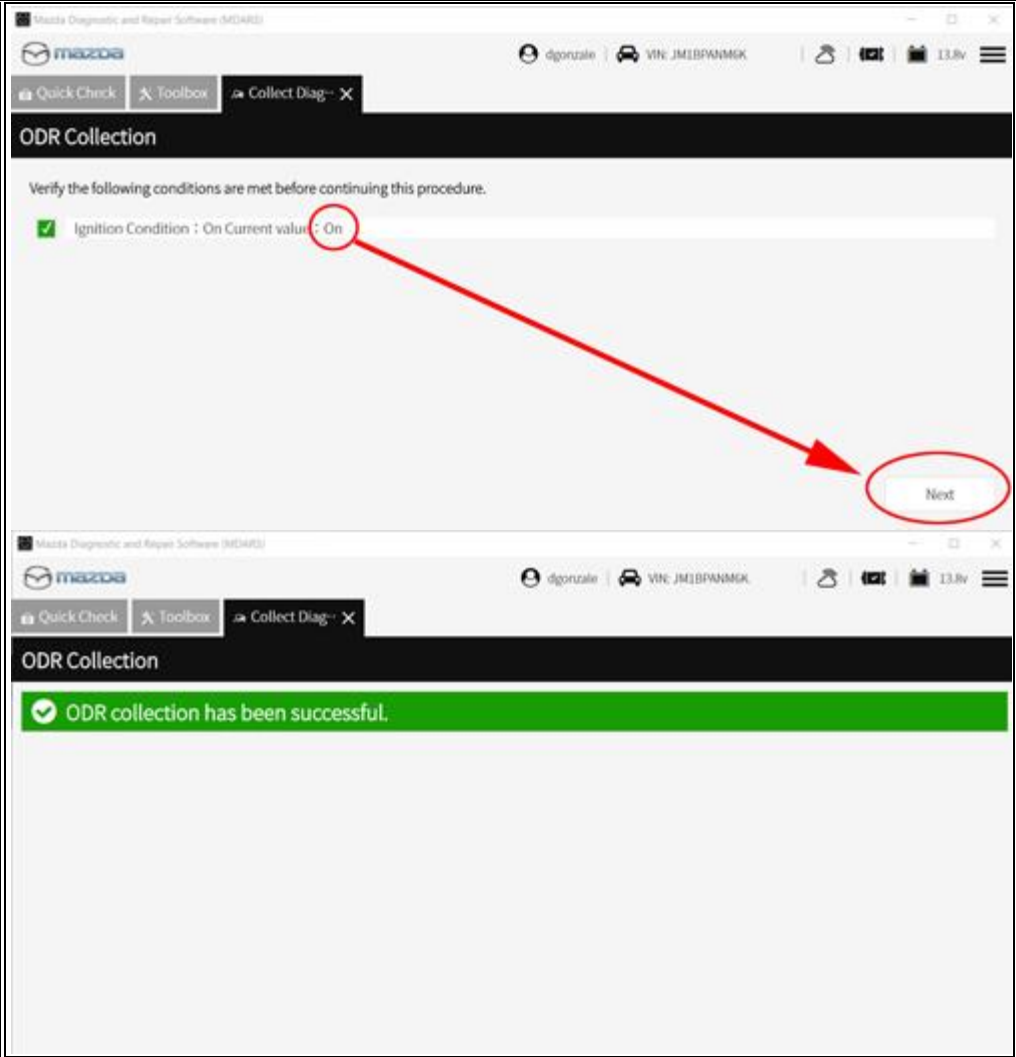


5. Select Collect Diagnostic Information "Run"



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6. Turn Ignition ON,
then select "Next"



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