

#### Subject:

TELEMATICS COMMUNICATION UNIT (TCU) INITIALIZATION PROCEDURE Service Alert No.: SA-010/20

Last Issued: 06/29/2020

## **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-010/20	06/01/20, 05/08/20, 04/29/20and 01/15/20

# 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. **CAUTION:** If TCU initialization is not performed, connected vehicle functions will not operate. This will have a negative impact on the customer because they will need to return to the dealer for repairs. **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.

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**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 Diagnostic and Repair Software (MDARS)		- 🗆 X
		😑 dgonzale   🚔 VIN: 3MZBPBEM3LM   💍   🕼	14.1v 🚍
	Quick Check X Toolbox		
	で 減 事		*   *
	₩ Datalogger	Not Run	Run
	Confirmation test for system operation		
4. Select "Tool	<ul> <li>On-demand self-test</li> </ul>		
Box".	<ul> <li>Operational records</li> </ul>		
DUX .	Sector Vehicle History	Not Run	Run
	Mazda Diagnostic and Repair Software (MDARS)		- a x
		🛛 dgonzale   🖨 VIN: 3MZBPBEM3LM   🗷   🕼	<b>14.1v</b>
	a Quick Check X Toolbox		
	Ý 📕 🛉		×   ×
5. Select the repair icon.	+ software update		
	Configuration		
	+ ENGINE (SKYACTIV-D)		
	+ ENGINE (SKYACTIV-X)		
	+ BRAKES		
	+ TRANSMISSION/TRANSAXLE		
	+ RESTRAINTS		
	+ SEATS		
	SECURITY AND LOCKS		
	- SECORITI AND LOCKS		
	LIGHTING SYSTEMS		

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	Marda Diagnostic and Repair Softwate (MDARS)		- 🗆 X
	⊖ mazoa	😔 dgonzale 🛛 🖨 VIN: 3MZBPBEM3LM	🗟   (121)   🗰 14.1v 🗮
	Quick Check X Toolbox		
	で 当 ま		
	۷ <b>۵ ۱</b> ۰		* *
	+ Software update		
	+ Configuration		
	ENGINE (SKYACTIV-D)		
	+ ENGINE (SKYACTIV-X)		
6. Select "Mazda	+ BRAKES		
Connect"	TRANSMISSION/TRANSAXLE		
	RESTRAINTS     SEATS		
	SEATS     SECURITY AND LOCKS		
	LIGHTING SYSTEMS		
	WIPER/WSHER SYSTEM		the state
	POWER SYSTEMS		
	+ Mazda Connect		
	Collect Diagnostic Information		
	👜 Quick Check 🗙 Toolbox		
	n. xx :		
	の 製 申		*   *
7. Select Activating	WIPER/WASHER SYSTEM	<u> </u>	
	POWER SYSTEMS		
TCU "Run".	+ i-ACTIVSENSE		
8. Wait for	<ul> <li>Mazda Connect</li> </ul>		
"initialization	Activating TCU	Not Run	Run
complete"	Activating Remote Control by Smart Phor	ne Not Run	Run
message.	Moving into Connected Vehicle Maintenal	nce Mode Not Run	Run
	Withdrawing from Connected Vehicle Mai		Run
	Collecting CMU log data	Not Run	Run
	Testing Emergency call	Not Run	Run
	Collect Diagnostic Information		

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9. Turn Ignition OFF	
and wait at least 2	12:02pm
minutes. (except	FM HB Radio 1.2.3
2019 Mazda3)	
10. Turn Ignition	Dwnld Radio.com Now! 93.1 JACK FM
ON and then check	
reception strength.	
(except 2019	
Mazda3)	Except 2019 Mazda3

**NOTE**: If DTC U2050:55-TCU (Activation of remote control not implemented) is stored, go to TSB 09-013/20 - DTC U2050:55 STORED AFTER REPLACING OR REPROGRAMMING TCU.

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