

Subject:

CONNECTED VEHICLE SYMPTOM TROUBLESHOOTING

Service Alert No.: SA-031/20

Last Issued: 06/01/2020

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	05/18/20, 04/14/2020, 04/02/20,03/11/20 and 02/27/20

APPLICABLE MODEL(S)/VINS

2020 Mazda3 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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	FM 1084deb 1.2.3 Dwnld Radio.com Now! 93.1 JACK FM 93.1 JACK FM - Playing What We Want			
Indication	Explanation			
and the second se	Radio waves are not being received. Move to a location with good reception.			
	Weak reception.			
	Good Receptioin			
	Strong reception.			
	Currently conducting an operation check of the communication unit. If this condition continues, consult an Authorized Mazda Dealer.			
X	 The Telematics Communication Unit (TCU) is unsubscribed Connected Service contract has ended TCU has not been initialized, go toSA-010/20 (Except 2019 Mazda3) 			

Remote Engine Start Will Not Function under the following conditions

Item	Condition	
1	Vehicle battery voltage low	
2	AT shift position except "P"	
3	Vehicle speed above 3 mi/h (5 km/h)	
4	Brake pedal switch malfunction	
5	Engine already started by remote engine start function	
6	A registered key is detected in the vehicle	
7	Brake pedal switch detects brake application	
8	Low fuel warning message	

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9	Engine starts, then turns OFF due to abnormal high engine rpm detected. (Engine rotation over 3000 rpm continued for more than 0.2[s])			
10	No engine rpm detected after sending engine start request. (Engine rotation 0 rpm continued for more than 0.2[s])			
11	When the CAN data signal for engine shut off is present (e.g.: door ajar signal)			
12	After 10 second maximum cranking time			
114	Burglar alarm status is "Alarm" and "Alarm stand by" (CAUTION - DO NOT enable, see Theft- Deterrent System section in SA-013/20)			
14	Room fuse blown/missing			
15	Connected Vehicle Maintenance Mode enabled (Restricted Transmitting Mode in MDARS)			
16	Vehicle is parked (stored) for approximately 1 week or longer or in deep sleep mode. Drive the vehicle for a few miles to recover.			
17	DTC Stored			

Remote Engine Start Function Will turn engine OFF under the following conditions

Item	Condition			
1	Vehicle door(s) opened			
2	Vehicle trunk opened			
3	Vehicle hood opened			
4	Ignition switch push button "ON" detected			
5	Remote engine STOP request			
6	Brake pedal switch detects brake application			
7	DTC Stored			
8	After 15 minute run time limitation			

REPAIR PROCEDURE

NOTE:Vehicles stored for long periods may loose GPS clock sychronization. If the vehicle is stored for a long period, test drive the vehicle to give the GPS clock time to sychronize 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.

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• No - Perform 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. Perform "Registration work of RES smartphone type".

5.Clear DTC(s).**NOTE:** If DTC 2050:55 is stored, go to SA-003/20to clear DTC.6. Perform KAM reset. **NOTE:**Test drive vehicle after a KAM reset to allow the GPS clock to sychronize before retrying connected vehicle functions.7. Contact Hotline for the latest repair information.

ODR Data Collection Procedure

1. ID the vehicle using MDARS		
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	line (vor)	
2. Select "Toolbox"	ADD ALHANSANY COJ CAU DASHLISU IV ISC	-198
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3. Select Vehicle Icon	On demand self-test Operational records	
	Search Vehicle History Not Run	Ran

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Diagnostic	+ SEATS			
Information"	+ SECURITY AND LOCKS			
	+ LIGHTING SYSTEMS			-
	+ WIPER/WASHER SYSTEM			
	POWER SYSTEMS			
	+ FACTIVSENSE			
	+ Mazda Connect			
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	WIPER/WASHER SYSTEM			
5. Select Collect	POWER SYSTEMS			
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Diagnostic	+ Mazda Connect			
Information "Run"	Collect Diagnostic Information			
	F i-ACTIVSENSE analysis mode setting		Not Ru	Run
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	Manual trigger mode setting		Not Run	Run
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	Manual trigger mode release		PROC POUR	
	Collect Diagnostic Information		Not Run	Run

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	ODR Collection						
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	Verify the following conditions are met before continuing this procedure.						
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6. Turn Ignition ON, then select "Next"	Masta Decreate and Roan Software Milletta				1	-	-
then select Next	⊖ mazpa	O dgorutale	B VIN: JM18PWNMMK	8	(12)	13	8v =
	Quick Check X Toolbox A Collect Diag- X						
	ODR Collection						
	 ODR collection has been successful. 						

Registration work of RES smartphone type

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2. Use MDARS to verify if the Telemat		Communication (m	al action being		DAMAS IN TAX	1020-1021 - T-A	10000000000000000000000000000000000000	
Software Update Run TCU). Is the TCU at the latest software leve 1. Yes - Go to step 3. 2. No - Update TCU software, then g								
 3. Select the following: A. Toolbox B. Repair icon C. MAZDA CONNECT D. RES smartphone type registration work E. RUN. 		 F Realth F Connect F Connect F Connect F Connect F Connect F Connect 	n box ER 1993 SM 1 MS MS MS MS MS MS MS MS MS MS MS MS MS	setting	kosi F	0	An an ann an an an Ann an Ann an Ann	

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5. Select Quick Check (A), then start the engine and select the DTC Clear icon (B).	
CAUTION: If the engine is not started, DTC P2610 is stored and cannot be erased.	ADD ALEXAND CO CALL MAX MAX CALL ADD COLOR # BDD COLOR # DD DD DD DD DD ADD COLOR # BDD COLOR # DD DD DD DD DD ADD COLOR # BDD COLOR # BDD DD DD DD DD ADD COLOR # STALL STALL STALL STALL STALL ADD COLOR # STALL STALL STALL STALL STALL ADD COLOR # STALL STALL STALL STALL STALL

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