

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>CONNECTED VEHICLE SERVICE INFORMATION</b>	<b>Service Alert No.:</b> SA-064/20
	<b>Last Issued:</b> 09/04/2020

## APPLICABLE MODEL(S)/VINS

2021 CX-5  
2021 CX-9

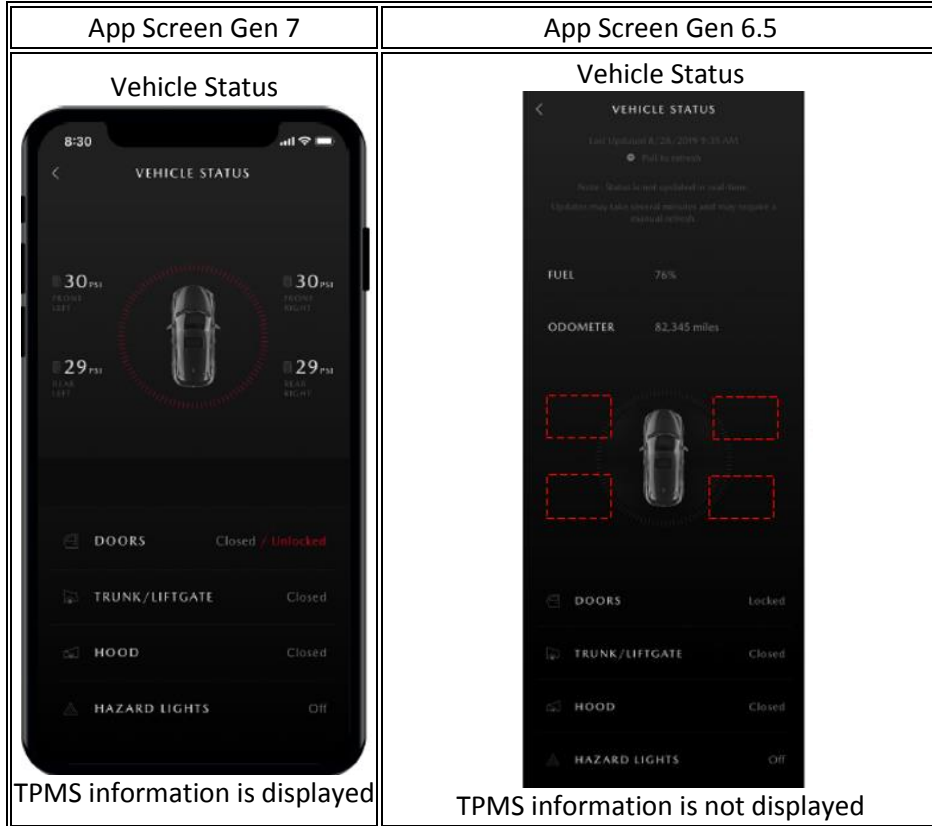
## DESCRIPTION

The 2021 CX-5 and CX-9 will be the first 6.5 generation vehicles to be equipped with Connected Vehicle Services and some functions will be limited at launch. This service information provides a timeline of the system limitations.

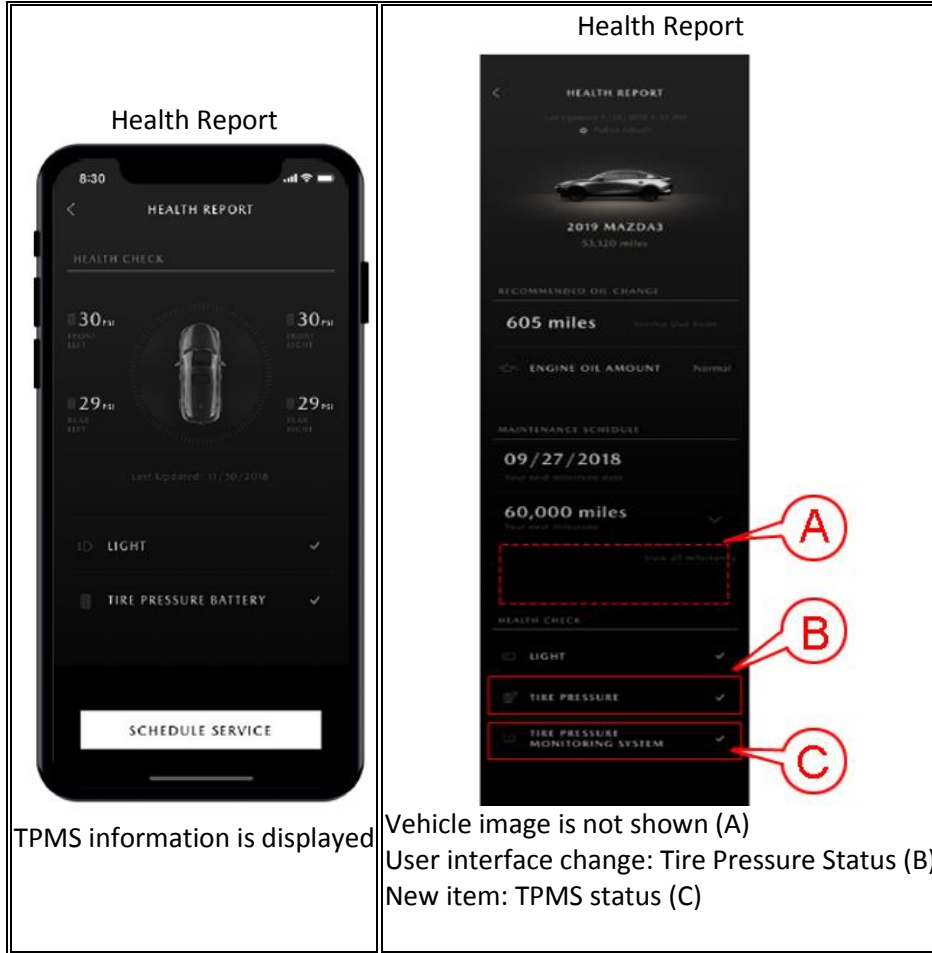
### Gen 6.5 vs Gen 7

Gen 6.5 (2021 CX-5 and CX-9) Connected Vehicle functions will be similar to Gen 7 (2020 CX-30 and Mazda3). The main difference is that Gen 6.5 vehicles will not include Tire Pressure Monitoring System (TPMS) information (tire pressure).

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**Timeline**

Time Line		Note	Tools	
August 27, 2020	CX-9 Sales Start, West Coast	Connected Vehicle Service inactive Android Auto inactive In-Car Wi-Fi inactive	IDS active* MDARS inactive	
			MDRT	VCM Programming Activate Remote Control by Smart Phone
September 04, 2020	CX-9 DRW32	Android Auto active	USB Flash Drive	
September 11, 2020	CX-9 Sales Start, East Coast	Connected Vehicle Service inactive In-Car Wi-Fi inactive	IDS active* MDARS inactive	
			MDRT	VCM Programming Activate Remote Control by Smart Phone
September 20, 2020	CX-5 Sales Start, West Coast	Connected Vehicle Service inactive In-Car Wi-Fi inactive	IDS active* MDARS inactive	
			MDRT	VCM Programming Activate Remote Control by Smart Phone
September 21, 2020	Connected Vehicle Service available	In-Car Wi-Fi inactive	IDS active* MDARS inactive	
			MDRT	VCM Programming Activate Remote Control by Smart Phone
Late September	Connected Vehicle Push Notifications to CX-9	In-Car Wi-Fi inactive	IDS active*	
			MDARS** CMU	Log data retrieval active
				Replace CMU if CMU log data retrieval is needed before late September.
MDARS** TCU partially active	Reprogram, replacement, activation active			
			Replacement before late September: Hotline authorization for TCU and SSU and MDRT Tool	

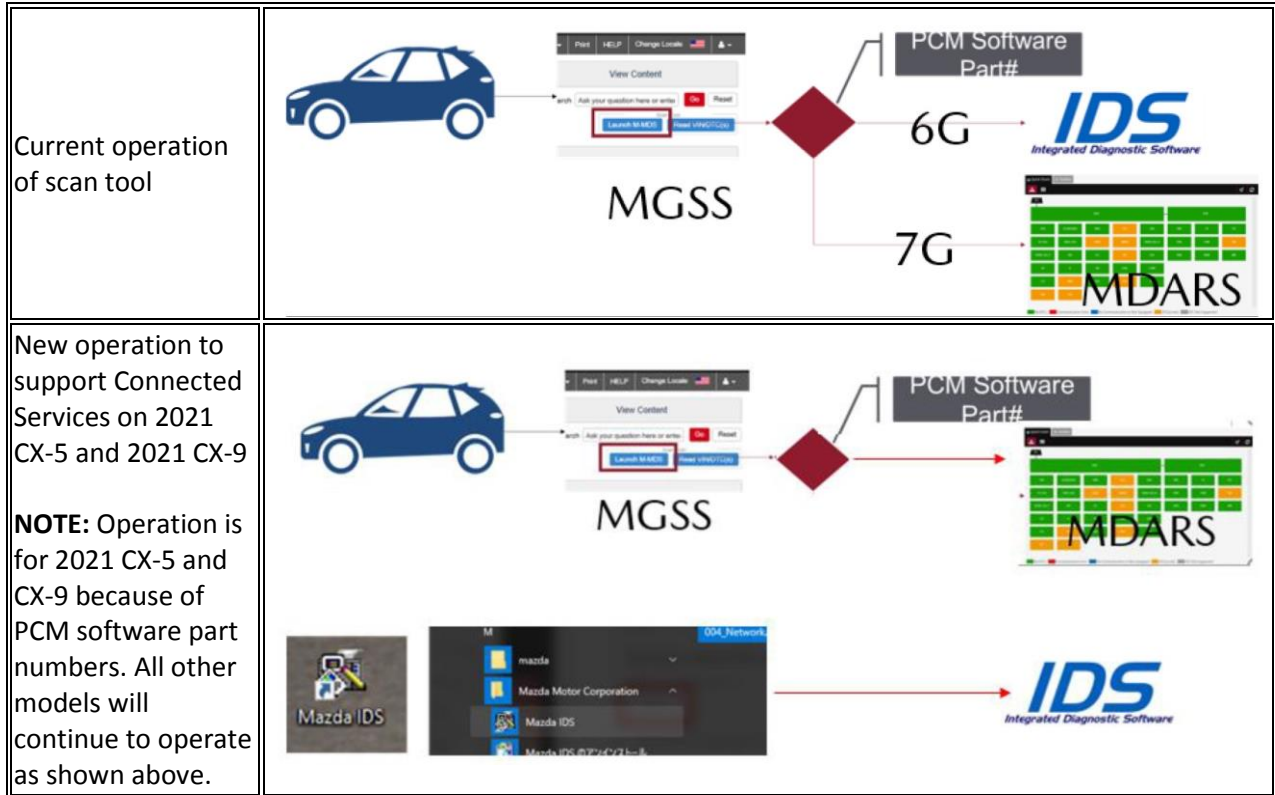
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			MDRT	VCM Programming Activate Remote Control by Smart Phone
October 7, 2020	CX-5 Sales Start, East Coast	In-Car Wi-Fi inactive	IDS active* MDARS** partially active (basic functions)	
			MDRT	VCM Programming Activate Remote Control by Smart Phone
October 26, 2020	In-Car Wi-Fi available	---	IDS active* MDARS** partially active (basic functions)	
			MDRT	VCM Programming Activate Remote Control by Smart Phone
Early November	Wi-Fi Push Notifications to CX-5 CX-9	---	IDS active* MDARS** partially active (limited functions)	
			MDARS 360 View Control Module**	Reprogram, replacement, camera aiming
				Camera Aiming before early November: MCVP Loaner (will request exception to turn rate) and customers will be passed to CEC / Mediation to support on customers directly. Reprogram: MDRT tool available
				MDARS** TCU fully active
Mid 2021	---	---	MDARS** All functions active	

\* Launch IDS from desktop  
 \*\* Launch MDARS from MGSS

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**IDS vs MDARS - functions performed on each system**



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