



Subject: "IN-VEHICLE NETWORK MALFUNCTION" MESSAGE IS DISPLAYED IN INSTRUMENT CLUSTER	Bulletin No.: 09-034/20
	Last Issued: 10/19/2020

APPLICABLE MODEL(S)/VINS

2019-2020 Mazda3 (Japan built) vehicles with VINs lower than JM1BP*****172831 (produced before March 2, 2020)

2019-2021 Mazda3 (Mexico built) vehicles with VINs beginning with 3MZBP*****

2020-2021 CX-30 vehicles with VINs lower than 3MVDM*****205091 (produced before Jul. 21, 2020)

DESCRIPTION

Some customers may experience an "In-Vehicle Network Malfunction" message appearing in the instrument cluster. This concern occurs when turning the ignition on or starting the engine when the battery is at 8 volts or lower (vehicle is in sleep mode), then it is charged to normal voltage while connected to the vehicle. **NOTE:** This concern will not occur if the battery is charged when removed from the vehicle.

This concern is caused by improper telematics communication unit control software. To eliminate this concern, the telematics communication unit control software has been modified.

Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify the customer concern.

NOTE: [Mazda3 5HB] If the vehicle is applicable to Mazda Service Program MSP56, perform the MSP56 to update the BCM (and LFU).

NOTE: If the customer is using the MyMazda App, explain to them **before reprogramming the TCU** that the malfunction information may be sent for the DTC detected during the repair.

2. Check the current software version of the ESU with the Mazda Modular Diagnostic System (M-MDS), using Mazda Diagnostic And Repair Software (MDARS).

- If current calibration file name in the ECU FILENAME screen is the same as shown in the Calibration Files Information or has a later suffix, reprogramming is not necessary.
- If the TCU is not displayed in the Quick Check screen, even after starting a new MDARS session, reprogram the BCM to the latest version.

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3. Reprogram the **TCU** with the Mazda Modular Diagnostic System (M-MDS), using Mazda Diagnostic And Repair Software (MDARS). Refer to MDARS ECU Reprogramming Procedure.

NOTE:

- After reprogramming, pending DTC P2610:00 [PCM] will be stored without the Check Engine light ON. Start the engine and clear the DTC.
- After reprogramming, if DTC U2120:00 and/or U2500:82 are stored and the i-ACTIVSENSE warning light (amber) turns ON, refer to SA-043/20.

4. Clear the DTC, then turn the ignition off and get out of the vehicle.

5. Close and lock the doors.

6. Wait for at least 10 minutes.

7. Verify the repair by starting the engine and making sure the Check Engine light is OFF and no abnormal warning lights are ON.

NOTE: If any DTCs should remain after performing DTC deletion, diagnose the DTCs according to the appropriate troubleshooting on MGSS.

CALIBRATION INFORMATION

Model	File name
Mazda3	BDGF-67CK2-C
CX-30	DGH9-67CK2-B

WARRANTY INFORMATION

NOTE:

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
 - This repair will be covered under Mazda's New Vehicle Limited Warranty term.
 - Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	62
Damage Code	9W
Part Number Main Cause	5555-67-CM0
Quantity	0

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Operation Number / Labor Hours:

Reprogramming TCU: XXS6FXFX / 0.3 Hrs.
or
Reprogramming BCM and TCU: XXS6FAFX /
0.3 Hrs.**NOTE:**

- Additional time cannot be claimed for BCM reprogramming.
- After reprogramming, be sure to keep the copy of the ECU FILENAME screen on M-MDS, along with the repair order.

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