



<b>Subject:</b>  <b>CONNECTED VEHICLE SYMPTOM TROUBLESHOOTING</b>	<b>Service Alert No.:</b> SA-031/20
	<b>Last Issued:</b> 10/28/2020

## 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	06/16/20, 06/05/20, 06/01/20, 05/18/20, 04/14/2020, 04/02/20, 03/11/20 and 02/27/20

## APPLICABLE MODEL(S)/VINS

2019-2021 Mazda3  
 2020-2021 CX-30  
 2021 CX-5  
 2021 CX-9

## DESCRIPTION

**IMPORTANT NOTE:** Some 2020 Mazda3 vehicles may have incorrect infotainment software version 10042 installed. The incorrect software will cause MyMazda App Connected Vehicle enrollment errors. Go to [SSPC1](#).

Some customers may complain about any of the following:

- Infotainment Center Display does not provide the Authorization Code during the MyMazda App Connected Vehicle enrollment (and Software Update Error message on 2020 Mazda3 only).
- Remote function(s) inoperative.
  - Engine Start / Stop
  - Door Lock / Unlock
  - Lights ON / OFF

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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 Authorization 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.
	<ol style="list-style-type: none"> <li>1. The Telematics Communication Unit (TCU) is unsubscribed</li> <li>2. Connected Service contract has ended</li> <li>3. TCU has not been initialized, go to <a href="#">SA-010/20</a></li> </ol>

**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
13	Burglar alarm status is "Alarm" and "Alarm stand by" (CAUTION - DO NOT enable, see Theft-Deterrent System section in <a href="#">SA-013/20</a> )
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
18	Aftermarket Remote Engine Start accessory installed.
19	Mazda Remote Engine Start (BCKA-V7-620) accessory installed (No MyMazda app remote engine start function).
20	First remote control attempt fails, second attempt works fine. Go to TSB <a href="#">16-002/20</a> .

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


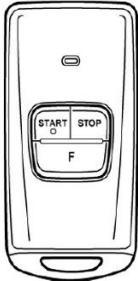
Item	Condition
1	Vehicle door(s) opened
2	Vehicle trunk opened
3	Vehicle hood opened
4	Ignition switch push button "ON" detected
5	Remote engine STOP request
6	Brake pedal switch detects brake application
7	DTC Stored
8	After 15 minute run time limitation

## REPAIR PROCEDURE

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**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.

Customer Complaint	Action
<ol style="list-style-type: none"> <li>1. Vehicle Center Display does not provide the Authorization Code during the MyMazda App Connected Vehicle enrollment.</li> <li>2. Remote function(s) inoperative.                             <ol style="list-style-type: none"> <li>1. Engine Start / Stop</li> <li>2. Door Lock / Unlock</li> <li>3. Lights ON / OFF</li> </ol> </li> </ol>	<p>Go to Step 2.</p>
<ol style="list-style-type: none"> <li>1. 2020 Mazda3 only - Infotainment center display does not provide Authorization Code during the MyMazda App Connected Vehicle enrollment and infotainment Software Update Error message.</li> </ol> 	<p>Go to <a href="#">SSPC1</a>.</p>
<p>First remote control attempt fails, second attempt works fine.</p> <ol style="list-style-type: none"> <li>1. Engine Start / Stop</li> <li>2. Door Lock / Unlock</li> <li>3. Lights ON / OFF</li> </ol>	<p>Go to TSB <a href="#">16-002/20</a>.</p>
<ol style="list-style-type: none"> <li>1. Remote Engine Start inoperative due to:                             <ol style="list-style-type: none"> <li>1. Aftermarket Remote Engine Start accessory installed.</li> <li>2. Mazda Remote Engine Start (BCKA-V7-620) accessory installed.</li> </ol> </li> </ol> 	<ol style="list-style-type: none"> <li>1. Remove the aftermarket accessory.</li> <li>2. The customer can use either the Mazda Remote Engine Start accessory or the MyMazda app function. Cannot use both.</li> </ol>

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2. Use MDARS to ID the vehicle and check for DTC's stored.

**Are DTC(s) stored?**

- Yes - Go to step 3.
- No - Perform [ODR Data Collection Procedure](#), then go to step 3.

3. Retrieve MAZDA CONNECT CMU log data. Go to [MGSSMAZDA 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-003/20](#) to clear DTC. 6. Perform KAM reset.

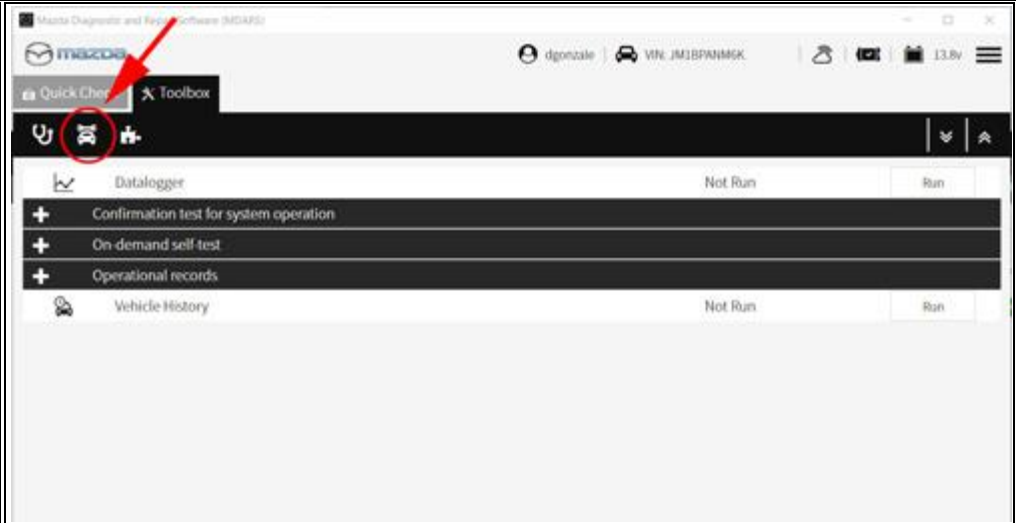
**NOTE:** Test drive vehicle after a KAM reset to allow the GPS clock to synchronize before retrying connected vehicle functions. 7. Contact Hotline for the latest repair information.

**ODR Data Collection Procedure**

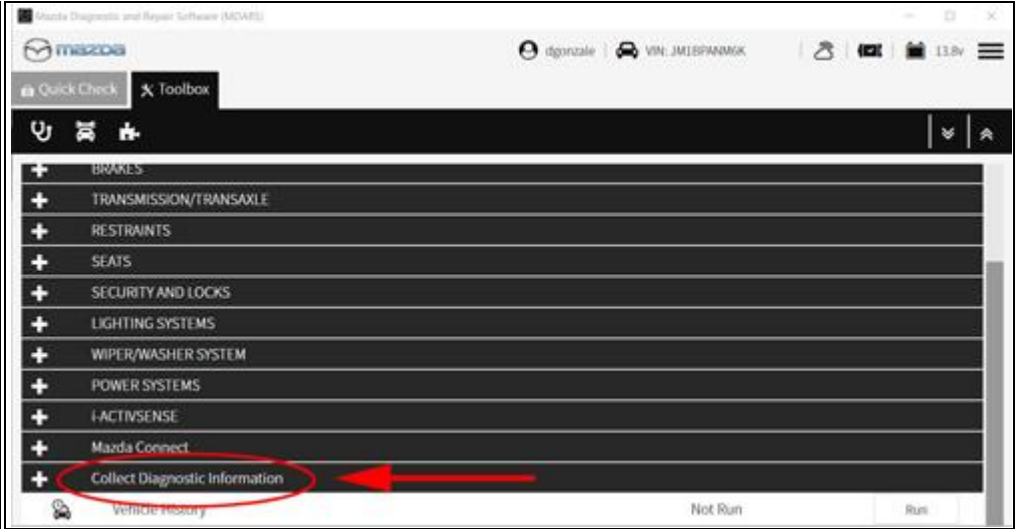
<p>1. ID the vehicle using MDARS</p>	<p>---</p>
<p>2. Select "Toolbox"</p>	

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3. Select Vehicle Icon

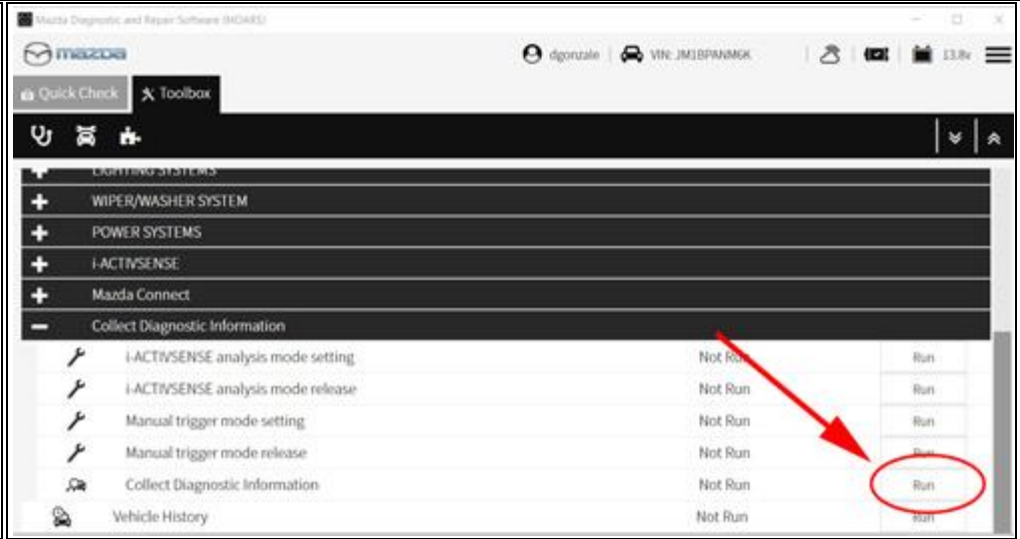


4. Select "Collect Diagnostic Information"



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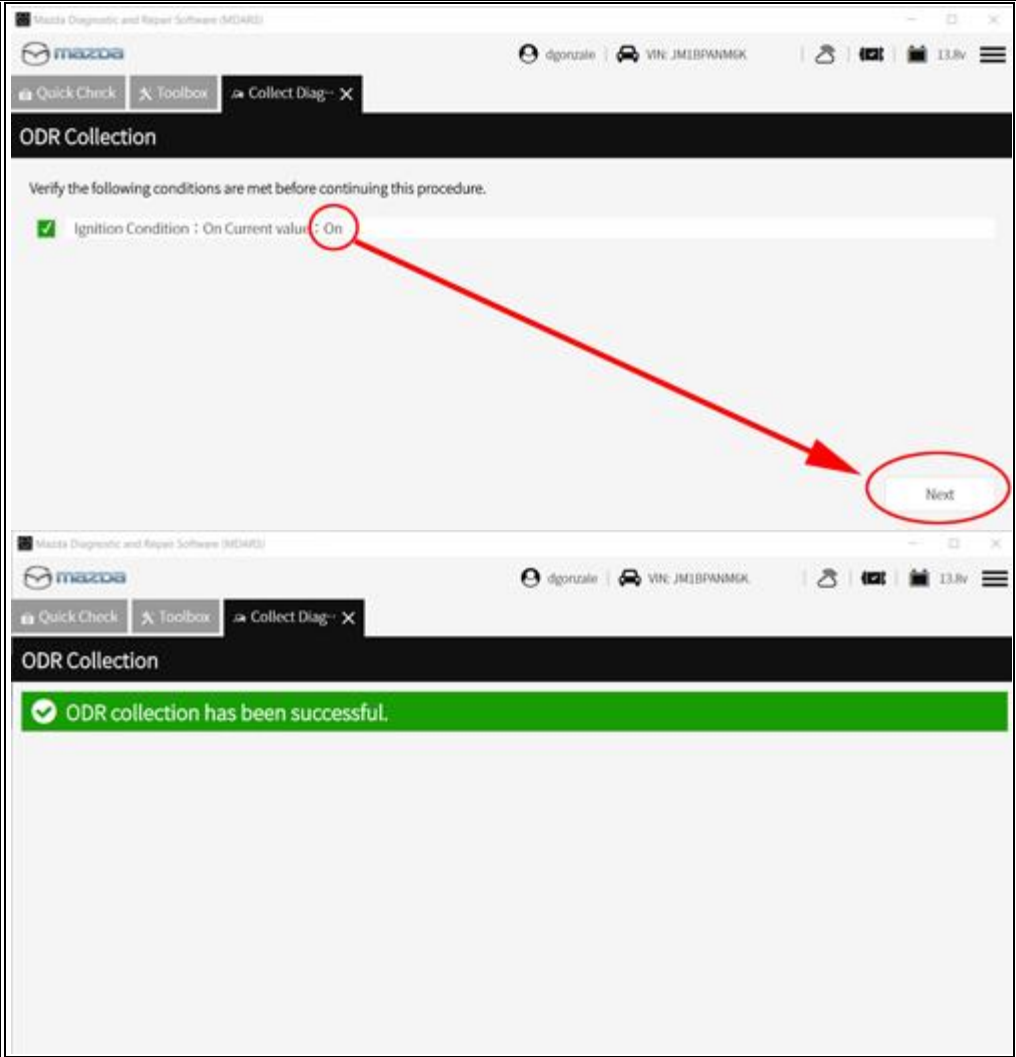
5. Select Collect Diagnostic Information "Run"



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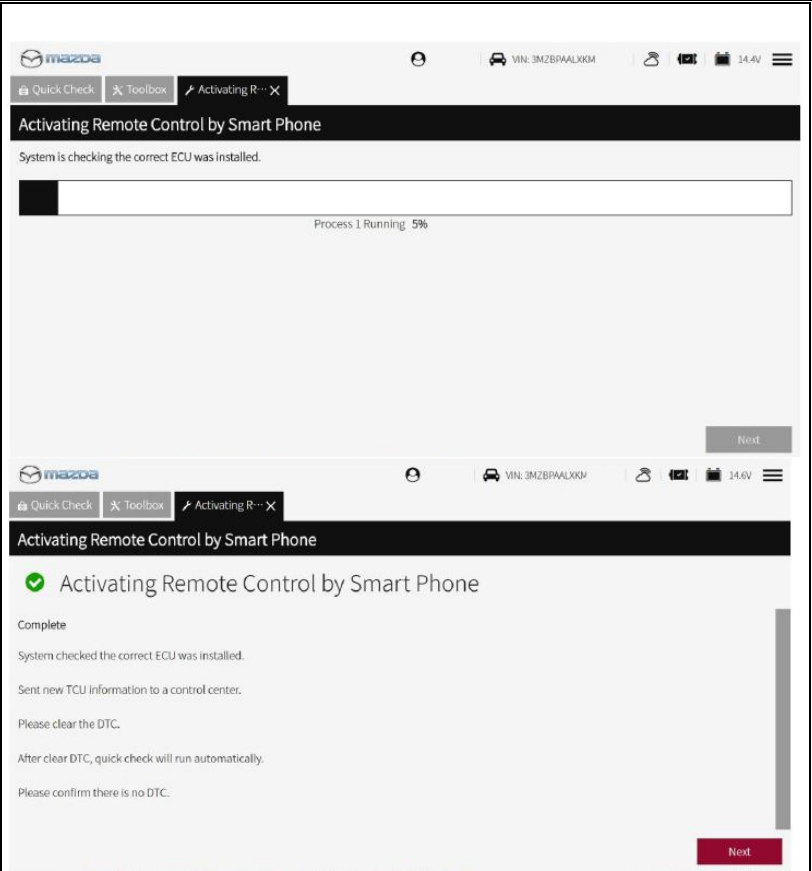
6. Turn Ignition ON, then select "Next"



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4. Follow the on-screen instructions and wait for process to complete.



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.



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