Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

Subject: CONNECTED VEHICLE SYMPTOM TROUBLESHOOTING	**Service Alert No.:** SA-031/20
	Last Issued: 11/06/2020

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	10/28/20, 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.

Indication	Explanation
	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.
	1. The Telematics Communication Unit (TCU) is unsubscribed 2. Connected Service contract has ended 3. TCU has not been initialized, go to SA-010/20

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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
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 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
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 16-002/20.

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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.

Customer Complaint	Action
1. Vehicle Center Display does not provide the Authorization Code during the MyMazda App Connected Vehicle enrollment. 2. Remote function(s) inoperative. 1. Engine Start / Stop 2. Door Lock / Unlock 3. Lights ON / OFF	Go toStep 2.
1. 2019 Mazda3 only 1. The customer is not able to activate Connected Services via the MyMazda app after CSP06 completion. 2. MAZDA CONNECT connected vehicle reception strength icon is missing or shows unsubscribed after CSP06 completion. 	Go to CSP07 Repair instructions

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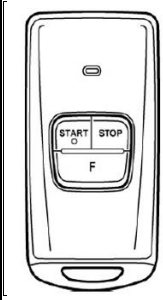
1. 2020 Mazda3 only 1. Infotainment center display does not provide Authorization Code during the MyMazda App Connected Vehicle enrollment and infotainment Software Update Error message. 	Go to SSPC1.
First remote control attempt fails, second attempt works fine. 1. Engine Start / Stop 2. Door Lock / Unlock 3. Lights ON / OFF	Go to TSB 16-002/20.
1. Remote Engine Start inoperative due to: 1. Aftermarket Remote Engine Start accessory installed. 2. Mazda Remote Engine Start (BCKA-V7-620) accessory installed. 	1. Remove the aftermarket accessory. 2. The customer can use either the Mazda Remote Engine Start accessory or the MyMazda app function. Cannot use both.

2. Use MDARS to ID the vehicle and check for DTC's stored.
Are DTC(s) stored?

- Yes - Go to step 3.
- No - PerformODR Data Collection Procedure, then go to step 3.

3. Retrieve MAZDA CONNECT CMU log data. Go to MGSSMAZDA CONNECT CMU Data Retrieval
4. Perform "Activating Remote Control by Smart Phone".
5.Clear DTC(s).
NOTE: If DTC 2050:55 is stored, go to SA-003/20 to clear DTC.

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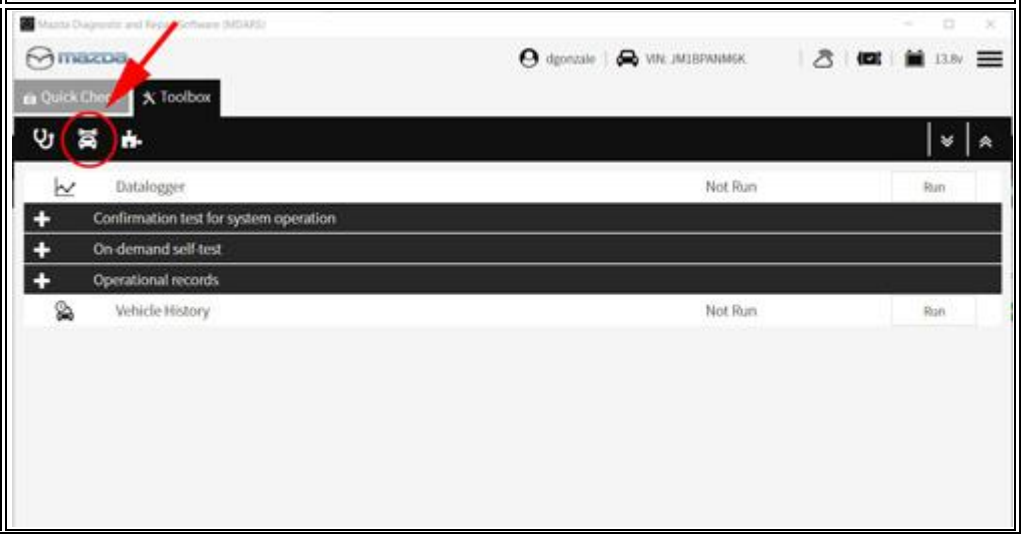
6. Perform KAM reset.
NOTE: Test drive vehicle after a KAM reset to allow the GPS clock to sychronize before retrying connected vehicle functions.
7. Contact Hotline for the latest repair information.

ODR Data Collection Procedure

1. ID the vehicle using MDARS	---
2. Select "Toolbox"	
3. Select Vehicle Icon	

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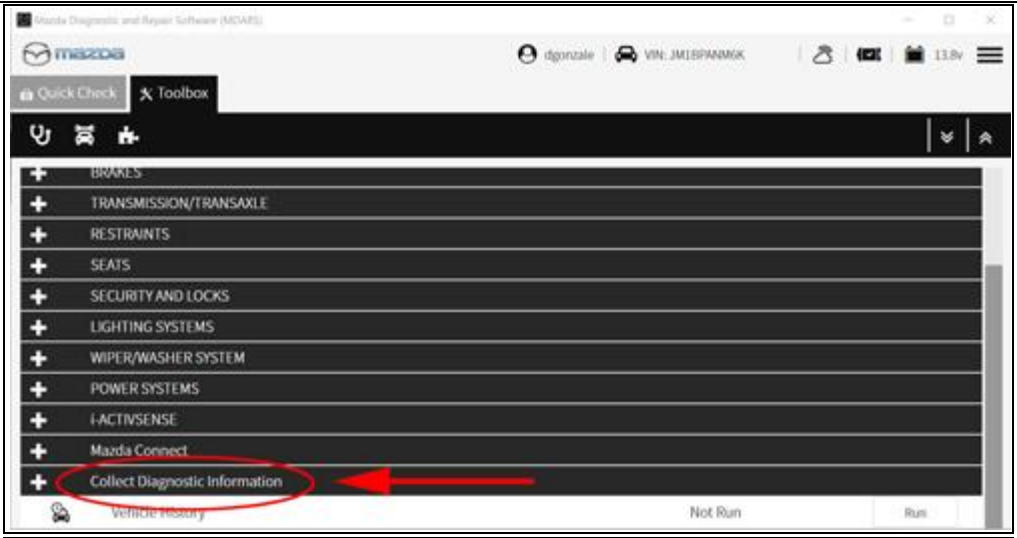
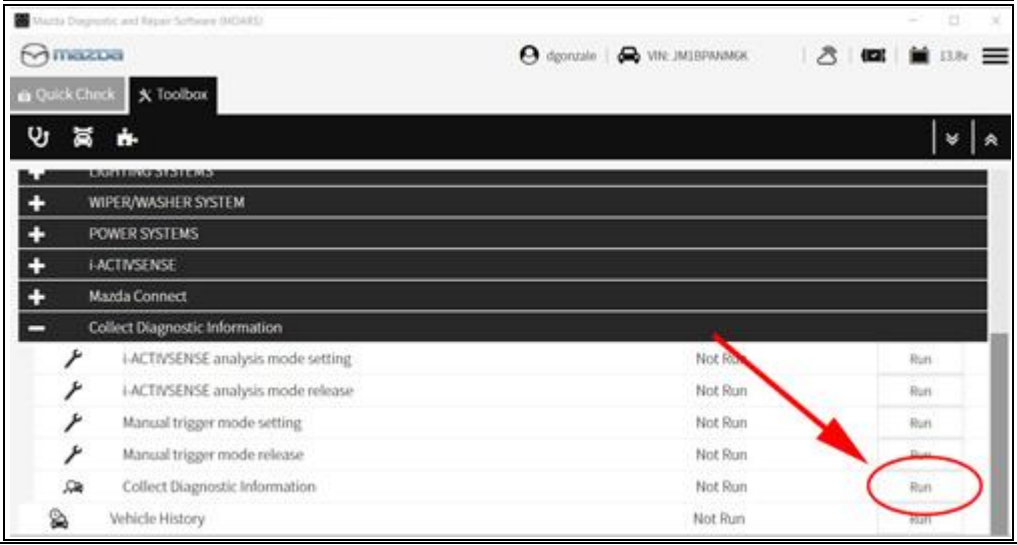
4. Select "Collect Diagnostic Information"	
5. Select Collect Diagnostic Information "Run"	

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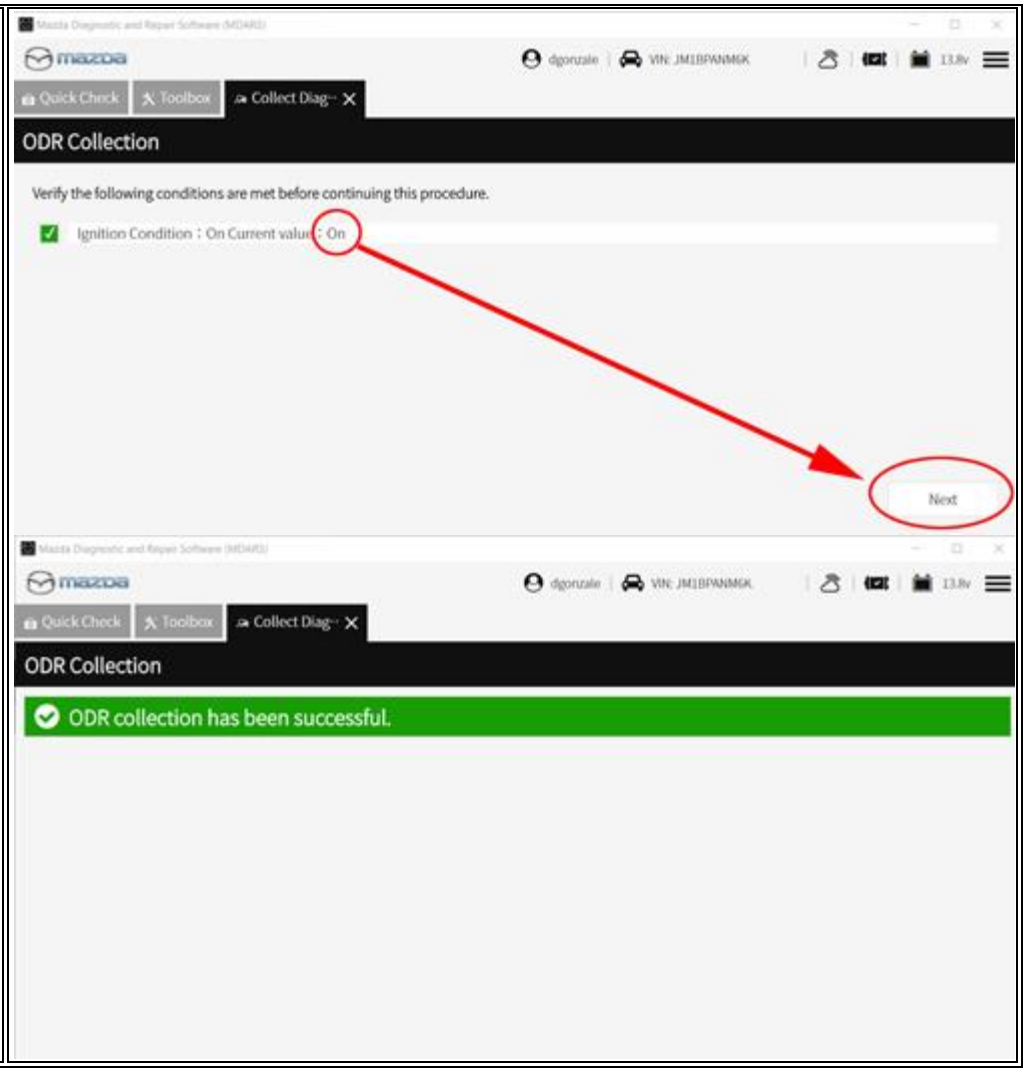
6. Turn Ignition ON, then select "Next"	

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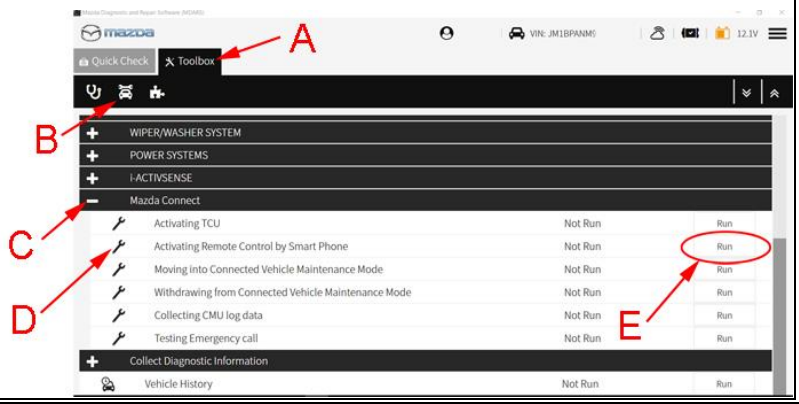
Activating Remote Control by Smart Phone

NOTE: This procedure cannot be performed if the key transmitter power saving function is enabled. See SA-040/20.

1. Connect MDARS.	
2. Use MDARS to verify if the Telematics Control Unit (TCU) is at the latest software level (Toolbox Software Update Run TCU). **Is the TCU at the latest software level?** 1. Yes - Go to step 3. 2. No - Update TCU software, then go to step 3.	
3. Select the following: A. Toolbox B. Repair icon C. MAZDA CONNECT D. Activating Remote Control by Smart Phone E. RUN.	

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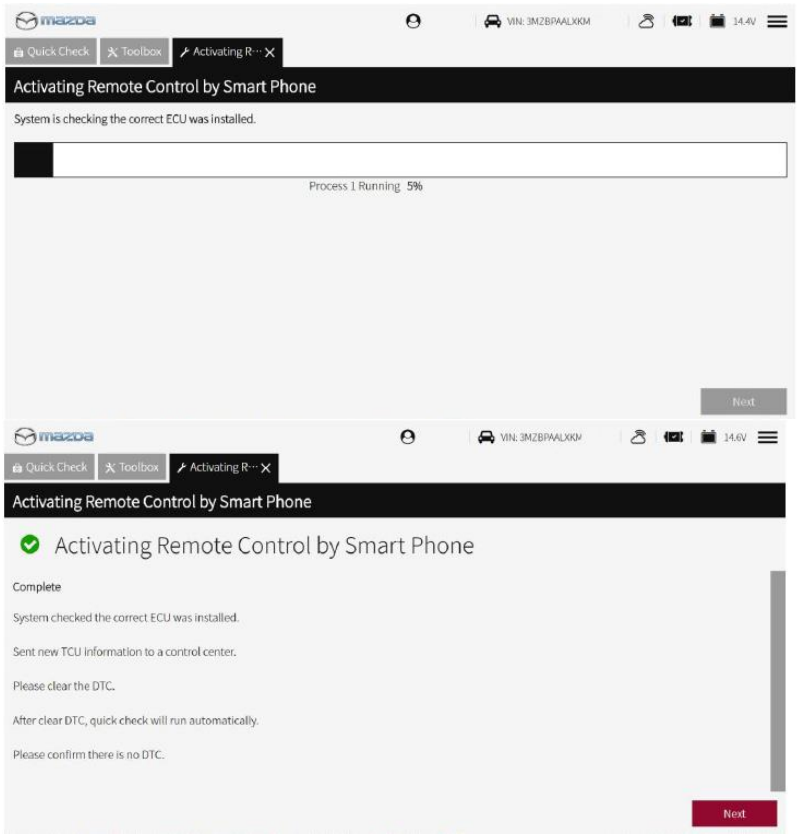
4. Follow the on-screen instructions and wait for process to complete.	
5. Select Quick Check (A), then start the engine and select the DTC Clear icon (B). **CAUTION:** If the engine is not started, DTC P2610 is stored and cannot be erased.	

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