Mazda North American Operations Irvine, CA 92618-2922



Subject:

CONNECTED VEHICLE SYMPTOM TROUBLESHOOTING

Service Alert No.: SA-031/20

Last Issued: 11/30/2020

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	11/06/20 , 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

Page **1** of **11**

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.



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.

	Image: Bit in the field of 1.2.3 Image: Diversite Reduction Nowl 93.1 JACK FM 93.1 JACK FM - Playing What We Want				
Indication	Explanation				
М	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 to SA-010/20 				

Page **2** of **11**

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

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.	
	Mazda Remote Engine Start (BCKA-V7-620) accessory installed (No MyMazda app remote engine start function).	
19	Mazda Remote Engine Start (RES) Removala. Remove the Mazda Remote Engine Start (RES) accessory module.	
	b. Deactivate and activate Advanced Key(s). Refer to MGSS IMMOBILIZER SYSTEM-RELATED PARTS PROGRAMMING [(US)]	
20	First remote control attempt fails, second attempt works fine. Go to TSB 16-002/20.	

Page **3** of **11**

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

Service Alert No.: SA-031/20	Last Issued: 11/30/2020

Page **4** of **11**

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

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

ltem	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. ว	Vehicle Center Display does not provide the Authorization Code during the MyMazda App Connected Vehicle enrollment.	
۷.	 Engine Start / Stop Door Lock / Unlock Lights ON / OFF 	Go toStep 2.
1.	 2019 Mazda3 only The customer is not able to activate Connected Services via the MyMazda app after CSP06 completion. MAZDA CONNECT connected vehicle reception strength icon is missing or shows unsubscribed after CSP06 completion. 	
	FM Homes 1:23 Dwind Radio com Newl 93.1 JACK FM. 93.1 JACK FM. File	Go to CSP07 Repair instructions

Page **5** of **11**

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

 2020 Mazda3 only 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.		
 Remote Engine Start inoperative due to: 1. Aftermarket Remote Engine Start accessory installed. 2. Mazda Remote Engine Start (BCKA-V7-620) accessory installed. 	 Remove the aftermarket accessory. The customer can use either the Mazda Remote Engine Start accessory or the MyMazda app function. Cannot use both. 		
	Mazda Remote Engine Start (RES) Removala. Remove the Mazda Remote Engine Start (RES) accessory module.		
	b. Deactivate and activate Advanced Key(s). Refer to MGSS IMMOBILIZER SYSTEM-RELATED PARTS PROGRAMMING [(US)]		

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.

Page **6** of **11**

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

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.

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									
	Quick Check	N Toolbox		_	$oldsymbol{\Theta}$ digorizate	🖨 VIN: JMIEPANAN	× 8	୍ ସା କାର୍ଯ୍ୟ ଅନ୍ତ୍ର ଅନ୍ତ୍ର	5 8 ■ ×
			104		-		VOM		H
2. Select Toolbox	ND	NHUNSONY	:00	CMU.	DASHLESU	. W	ist.	190	
	COOR JESUL D	00003383	tesc	0%	150	r see	KR.	esse	
		1991	LONI	NU.	POR				
	sas	Communication Er	ror 🗾 No Com	nunication or No	t Equipped	C(s) exist	Not Supported		
		Toolbox			O dgonzale	🖨 vin interning	8	- 0 (2) 🗎 III	z III ×
	신(철)+	loaner				Not	100	*	*
2 Calact Vahiala	+ Confirm	ation test for system	noperation			Ha. I			
lcon	+ Operati	onal records				Not 6			
	363 Ven	cie motory				NOL	un.	Rom	

Page **7** of **11**

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

				1000 Call 1000
	Marcia Dispersità and Report Schware (MCARS)			- 0 x
	⊗ mazba	\varTheta dgorzale 🖨 VIN.JI	двричикк 2	5 121 🖀 13.8v 🗮
	m Quick Check 🗙 Toolbox			
	で い 事			¥ A
	+ BRAKES			
	+ TRANSMISSION/TRANSAXLE			
4. Select "Collect	+ RESTRAINTS			
Diagnostic	+ SEATS			
Information"	+ SECURITY AND LOCKS			
intornation	+ LIGHTING SYSTEMS			
	+ WIPER/WASHER SYSTEM			
	+ POWER SYSTEMS			
	+ FACTIVSENSE			
	+ Mazda Connect			
	+ Collect Diagnostic Information			
	Se Venice restory		Not Run	Rus
	Matta Dispositic and Repair Software (MDARD)			- E X
	⊖ mazoa	\rm \rm dgorstale 🚔 MN: J	міврилинск 2	3 📾 🖬 💷
	📾 Quick Check 🗙 Toolbox			
	아 보 🛦			
				1*1*
	WIPER/WASHER SYSTEM			
5 Select Collect	 POWER SYSTEMS 			
Diagnostic	+ FACTIVSENSE			
	+ Mazda Connect			
Information "Run"	 Collect Diagnostic Information 			
	F i-ACTIVSENSE analysis mode setting		Not Rul	Run
	I-ACTIVSENSE analysis mode release		Not Run	Run
	Manual trianer mode setting		Not Run	Ruti
	minister in @gen mode security		FROM FOURI	
	Manual trigger mode release		Not Run	
	Manual trigger mode release Collect Diagnostic Information		Not Run Not Run	Rut

Page 8 of 11

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

Service Alert No.: SA-031/20	Last Issued: 11/30/2020

	Manta Disgnatic and Report Software (MDARD)			-	D.	- 8
	⊖ mazoa	\varTheta dgonzale 🖨 VIN: JMIERVANMEK	81	-	13.8v	=
	in Quick Check 🕺 Toolbox in Collect Diag- 🗙					
	ODR Collection					
	Unit, the following conditions are not helper continuing this procedure					
	Verify the following conditions are met beide containing this procedure.					
	Ignition Condition . On Current value, On					- 1
			-	-	_	-
				(Next)
6. Turn Ignition ON,	Marita Darmonte and Rocal Schware (MRMI)			~	-	~
then select "Next"	Mmazpa	😝 dgonzaler 🖴 VIN: JM18PANAMAK	8	inat i i	13.8v	=
	Quick Check X Taoibax a Collect Diage X	• • • • •	-			_
	ODB Collection					
	 ODR collection has been successful. 					

Page **9** of **11**

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

Service Alert No.: SA-031/20	Last Issued: 11/30/2020

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.



Page **10** of **11**

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

	mazzoa Quick Check X Toolbox Activating R++ X Activating Remote Control by Smart Phone System is checking the correct ECU was installed. Process 1 Running 5%
4. Follow the on-screen instructions and wait for process to complete.	Next Image: Control by Smart Phone Complete System checked the correct ECU was installed. Sent new TCU Information to a control center. Please clear the DTC. After clear DTC, quick check will run automatically. Please confirm there is no DTC.
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.	Conception of the decision of the decisio

Page **11** of **11**

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians ulize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.