

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>TELEMATICS COMMUNICATION UNIT (TCU) ACTIVATION PROCEDURE</b>	<b>Service Alert No.:</b> SA-004/21
	<b>Last Issued:</b> 01/19/2021

## 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-010/20	06/29/20, 06/01/20, 05/08/20, 04/29/20 and 01/15/20

## APPLICABLE MODEL(S)/VINS

2019-2021 Mazda3

2020-2021 CX-30

## DESCRIPTION

When the Telematics Control Unit (TCU) replacement is necessary due to a failure, use MDARS to activate the new TCU after replacement.

Use the information in this service alert to initialize the new TCU until the procedure on MGSS is updated. **CAUTION:** If TCU activation is not performed, connected vehicle functions will not operate. This will have a negative impact on the customer because they will need to return to the dealer for repairs.

### TCU Activation

1. Install the new TCU.

- Mazda3 - [TELEMATICS COMMUNICATION UNIT REMOVAL/INSTALLATION](#)
- CX-30 - [TELEMATICS COMMUNICATION UNIT REMOVAL/INSTALLATION](#)

2. Use the GR8 battery charger SST to maintain battery voltage. Go to [SA-063/20](#).

3. Confirm M-MDS hardware that is in good working condition. Go to [SA-066/20](#).

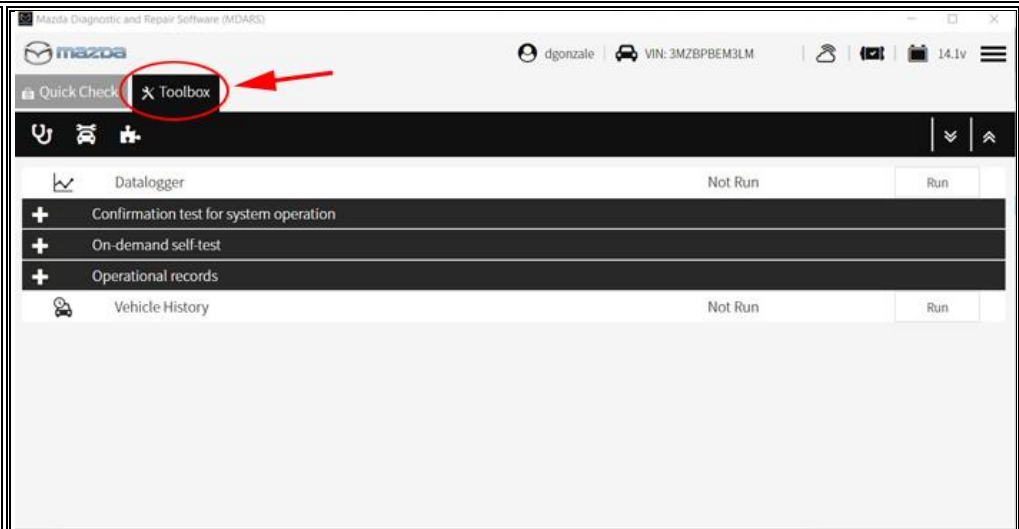
4. Turn the ignition ON (engine ON or OFF).

5. Connect MDARS to the vehicle.

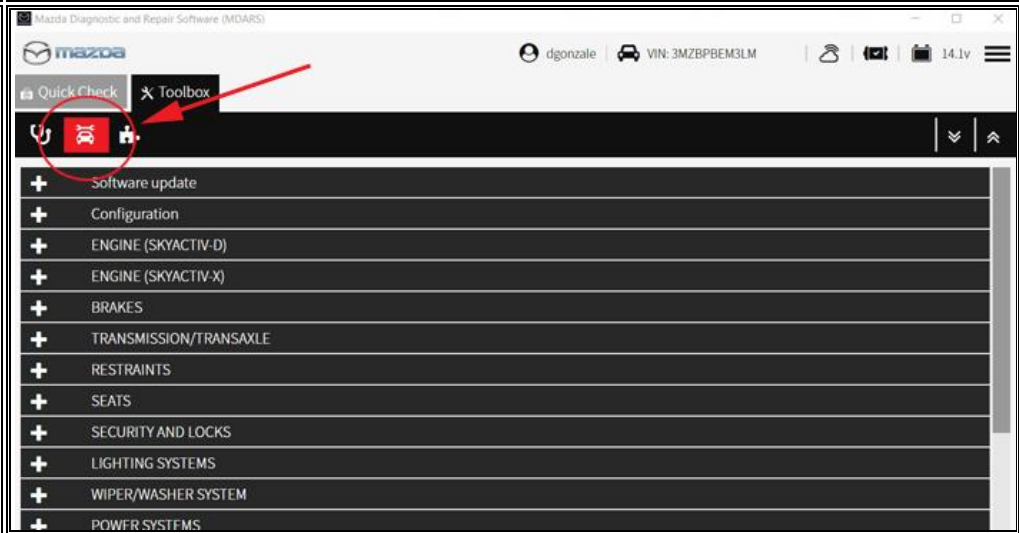
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6. Select "Tool Box".

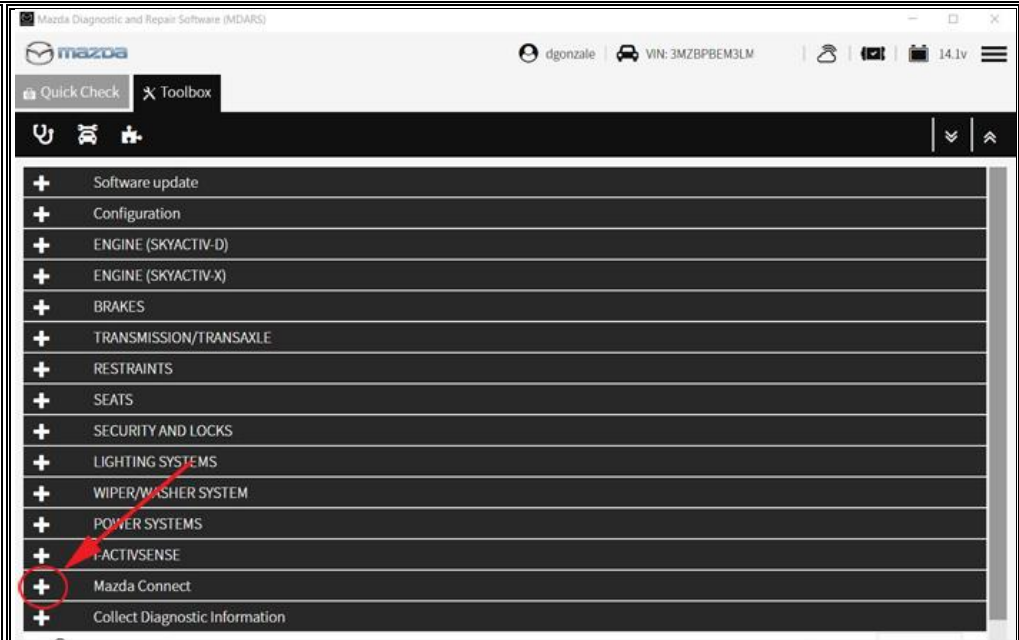


7. Select the repair icon.



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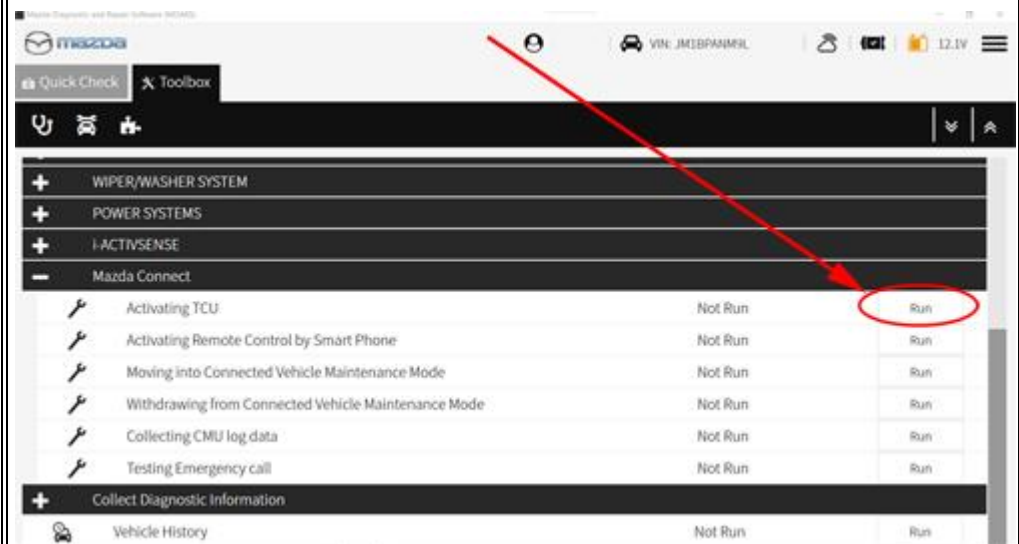
8. Select "Mazda Connect"



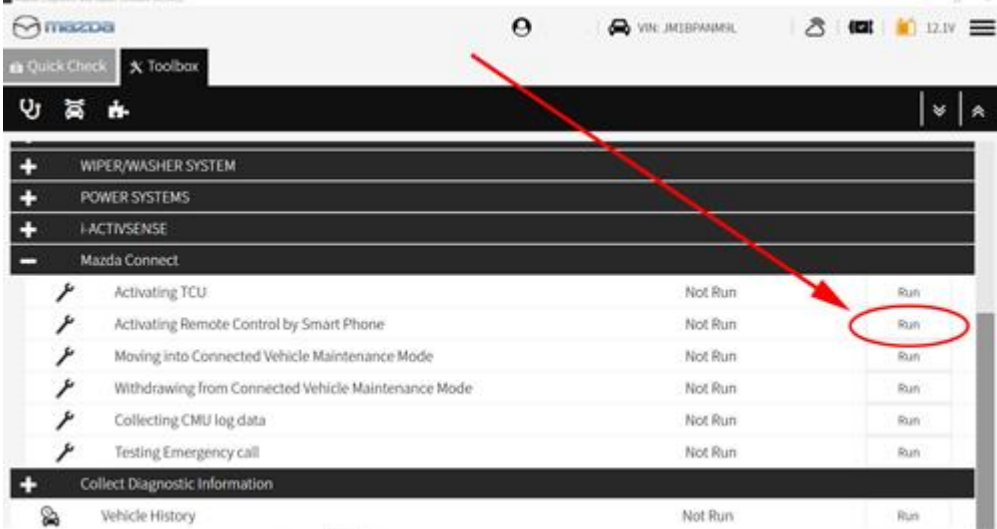

9. Select Activating TCU - "Run".  
Wait for "initialization complete" message.

**NOTE:** MDARS may show "Incomplete". This may be caused by:

1. Advanced key is not in the vehicle.
2. Connected vehicle maintenance mode is enabled.
3. Pacemaker radio wave interference prevention is enabled.



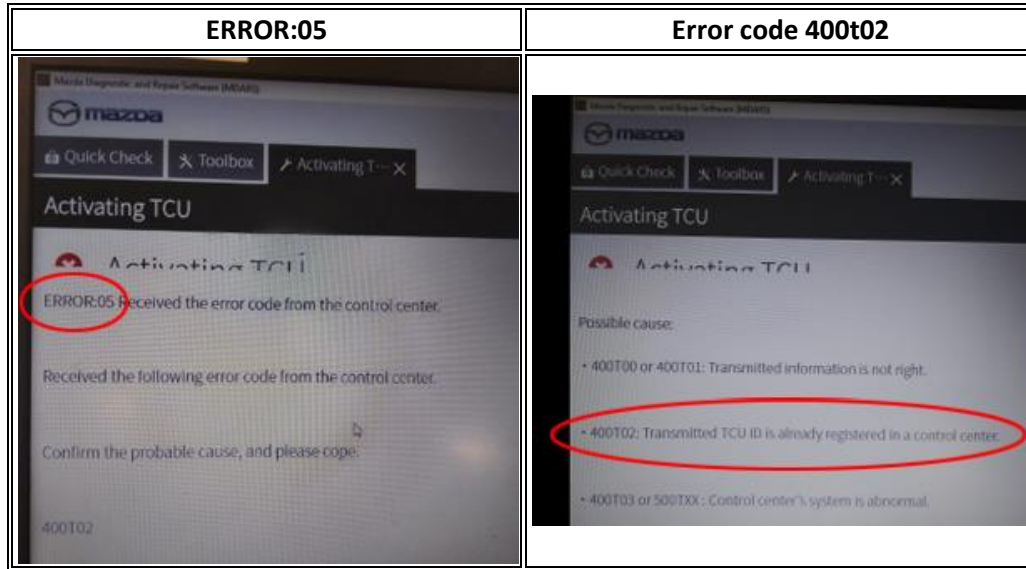
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4. key transmitter power saving function is enabled. See SA-040/20.	
10. Select Activating Remote Control by Smart Phone - "Run". Wait for "initialization complete" message.	
11. Turn Ignition OFF and wait at least 2 minutes. 12. Turn Ignition ON and then check reception strength.	

**NOTE:**

- If DTC U2050:55-TCU (Activation of remote control not implemented) is stored, go to TSB [09-013/20 - DTC U2050:55 STORED AFTER REPLACING OR REPROGRAMMING TCU](#).
- If the TCU was not replaced and MDARS shows error code 400t02 and/or ERROR:05, TCU activation was previously completed. Ignore these errors as TCU activation is not required.

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