

Subject:

TELEMATICS COMMUNICATION UNIT (TCU) ACTIVATION PROCEDURE Service Alert No.: SA-004/21

Last Issued: 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	<mark>06/29/20,</mark> 06/01/20, 05/08/20, 04/29/20and 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 toSA-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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	Mazda Diagnostic and Repair Software (MDARS)		- 🗆 X
	Mmazpa	😝 dgonzale 🚑 VIN: 3MZBPBEM3LM 🎘	
	Quick Check X Toolbox		
	で 減 事		× ×
	∠ Datalogger	Not Run	Run
	Confirmation test for system operation		
6. Select "Tool	On-demand self-test		
	Operational records		
Box".	Sector Vehicle History	Not Run	Run
	Mazda Diagnostic and Repair Software (MDARS)		- 0 ×
	💬 mazoa	😝 dgonzale 🖨 VIN: 3MZBPBEM3LM 🎽	\$ (121) 🖬 14.1v 🚍
	ta Quick Check X Toolbox		
			* *
	+ Software update		
	+ Configuration		
7. Select the repair icon.	+ ENGINE (SKYACTIV-D)		
	ENGINE (SKYACTIV-X)		
	+ BRAKES		
	TRANSMISSION/TRANSAXLE		
	+ TRANSMISSION/TRANSAXLE		
	TRANSMISSION/TRANSAXLE RESTRAINTS		
	TRANSMISSION/TRANSAXLE RESTRAINTS SEATS		
	TRANSMISSION/TRANSAXLE RESTRAINTS SEATS SECURITY AND LOCKS		

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	Marda Diagnostic and Repair Software (MDARS)		
	Mazoa	😧 dgonzale 🖨 VIN: 3MZBPBEM3LM	🗟 🖾 🗰 14.1v 🗮
	a Quick Check X Toolbox		
	· · · · · · · · · · · · · · · · · · ·		× ×
	♣ Software update		
	+ Configuration		
	+ ENGINE (SKYACTIV-D)		
	+ ENGINE (SKYACTIV-X)		
8. Select "Mazda	+ BRAKES		
Connect"	+ TRANSMISSION/TRANSAXLE		
	RESTRAINTS SEATS		×
	SEATS SECURITY AND LOCKS		
	LIGHTING SYSTEMS		
	WIPER/WASHER SYSTEM		
	+ POWER SYSTEMS		
	+ ACTIVSENSE		
	(+) Mazda Connect		
	Collect Diagnostic Information		
9. Select Activating			
TCU - "Run".			
Wait for			
"initialization			
complete"	Marine Transmitte and Transmittening Stationers Section 1		
message.	Omezpa	NIN JALEPANIAR	👌 📾 🔟 12.1V 🚍
incoodge.	es Quick Check X Toolbox	\sim	
NOTE: MDARS may			1.1.1.
show "Incomplete".			* *
This may be caused	WIPER/WASHER SYSTEM		
	+ POWER SYSTEMS	× ×	
by: 1. Advanced key is	+ FACTIVSENSE		
 Advanced key is not in the 	- Mazda Connect		
vehicle.	Activating TCU	Not Run	Run
	Activating Remote Control by Smart Phone	Not Run	Run
2. Connected	Moving into Connected Vehicle Maintenance Mode	Not Run	Run
vehicle	Withdrawing from Connected Vehicle Maintenance Mode Collecting CMU log data	Not Run Not Run	Run Run
maintenance	Testing Emergency call	Not Run	Run
mode is	Collect Diagnostic Information		
enabled.	Service History	Not Run	Run
3. Pacemaker			
radio wave			
interference			
prevention is			
enabled.			

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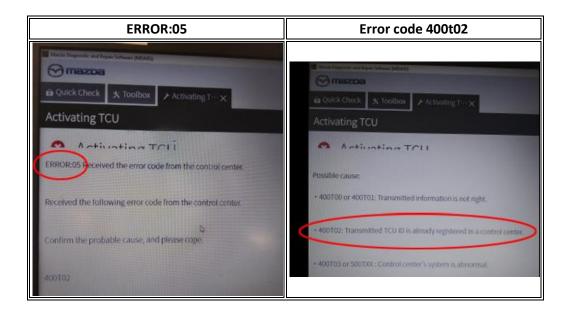
 key transmitter power saving function is enabled. SeeSA- 040/20. 		
10. Select	en Quick Check ★ Toolbax	A VINE JACEBRAAMARE.
Activating Remote Control by Smart Phone - "Run". Wait for "initialization complete" message.	WIPER/WASHER SYSTEM VOWER SYSTEMS VOWER SYSTEMS VACTIVSENSE Activating TCU Activating Remote Control by Smart Phone Moving into Connected Vehicle Maintenance Mode Withdrawing from Connected Vehicle Maintenance Mode	Not Run Run Not Run Run Not Run Run Not Run Run
	Collecting CMU log data Festing Emergency call Collect Diagnostic Information Vehicle History	Not Run Run Not Run Run Not Run Run
 11. Turn Ignition OFF and wait at least 2 minutes. 12. Turn Ignition ON and then check reception strength. 	FM 10 Radio 12.3 Dwnld Radio.com Now! 93.1 JACK FM 93.1 JACK FM - Playing What We Want	

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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