

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: MDARS VS IDS SERVICE INFORMATION	Service Alert No.: SA-025/21
	Last Issued : 04/01/2021

BULLETIN NOTES

This Service Alert supersedes the previously issued Service Alert(s) listed below: The changes are noted in Red.

Previous Service Alert(s):	Date(s) Issued:
SA-064/20	11/12/21, 09/22/20 and 09/04/20

APPLICABLE MODEL(S)/VINS

2021 CX-5

2021 CX-9

DESCRIPTION

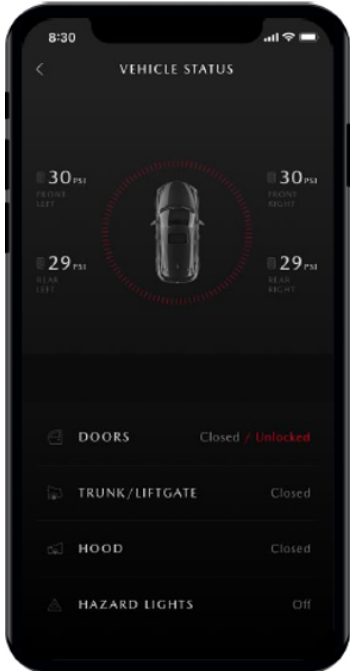
The 2021 CX-5 and CX-9 will be the first 6.5 generation vehicles to be equipped with Connected Vehicle Services and some functions will be limited at launch. This service information provides a timeline of the system limitations.

Gen 6.5 vs Gen 7

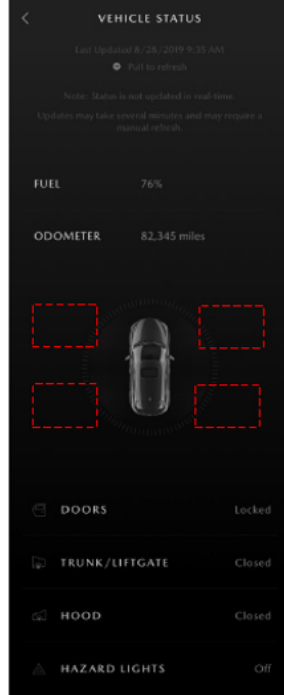
Gen 6.5 (2021 CX-5 and CX-9) Connected Vehicle functions will be similar to Gen 7 (2020 > CX-30 and Mazda3). The main difference is that Gen 6.5 vehicles will not include Tire Pressure Monitoring System (TPMS) information (tire pressure).

App Screen Gen 7	App Screen Gen 6.5
Vehicle Status	Vehicle Status

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TPMS information is displayed



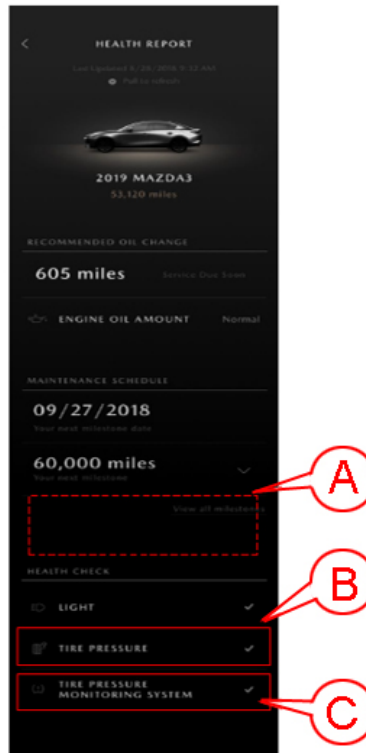
TPMS information is not displayed

Health Report



TPMS information is displayed

Health Report



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Vehicle image is not shown (A)
 User interface change: Tire Pressure Status (B)
 New item: TPMS status (C)

Timeline

Time Line		Note	Tools	
August 27, 2020	CX-9 Sales Start, West Coast	Connected Vehicle Service inactive Android Auto inactive In-Car Wi-Fi inactive	IDS active* MDARS inactive	
			MDRT	VCM Programming Activate Remote Control by Smart Phone
September 04, 2020	CX-9 DRW32	Android Auto active	USB Flash Drive	
September 11, 2020	CX-9 Sales Start, East Coast	Connected Vehicle Service inactive In-Car Wi-Fi inactive	IDS active* MDARS inactive	
			MDRT	VCM Programming Activate Remote Control by Smart Phone
September 20, 2020	CX-5 Sales Start, West Coast	Connected Vehicle Service inactive In-Car Wi-Fi inactive	IDS active* MDARS inactive	
			MDRT	VCM Programming Activate Remote Control by Smart Phone
September 21, 2020	Connected Vehicle Service available	In-Car Wi-Fi inactive	IDS active* MDARS inactive	
			MDRT	VCM Programming Activate Remote Control by Smart Phone
September 21, 2020	MyMazda App ver.6.0.0 Release	In-Car Wi-Fi inactive	IDS active* MDARS inactive	
			MDRT	VCM Programming Activate Remote Control by Smart Phone
Late September	Connected Vehicle Push Notifications to CX-9	In-Car Wi-Fi inactive	IDS active*	
			MDARS** CMU	Log data retrieval active
				Replace CMU if CMU log data retrieval is needed before late September.
MDARS** TCU partially active	Reprogram, replacement, activation active			
			Replacement before late September: Hotline authorization for TCU and SSU	

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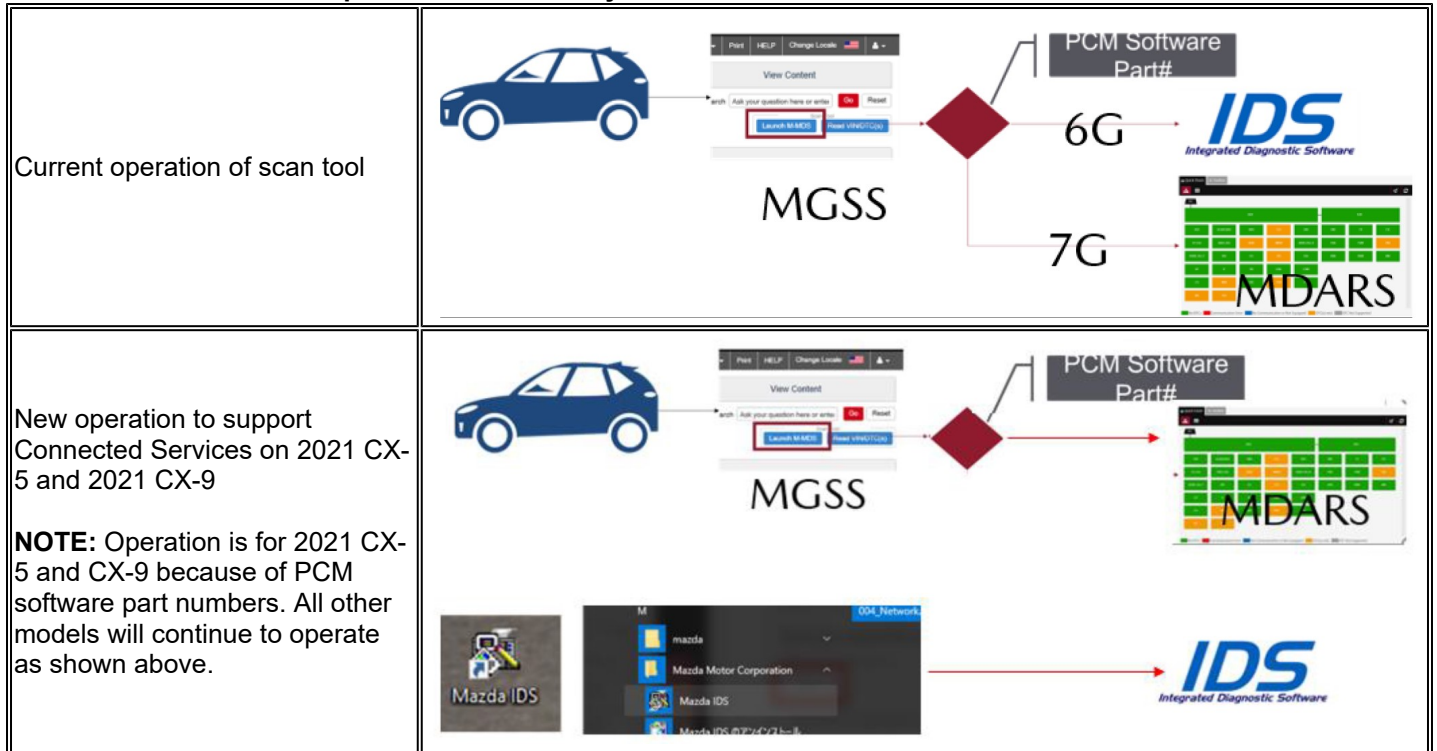
				and MDRT Tool
			MDRT	VCM Programming Activate Remote Control by Smart Phone
October 7, 2020	CX-5 Sales Start, East Coast	In-Car Wi-Fi inactive	IDS active* MDARS** partially active (basic functions)	
			MDRT	VCM Programming Activate Remote Control by Smart Phone
October 26, 2020	In-Car Wi-Fi available	---	IDS active* MDARS** partially active (basic functions)	
			MDRT	VCM Programming Activate Remote Control by Smart Phone
November 04, 2020	2021 CX-5 and CX-9 TCU Activation	---	MDARS** TCU fully active	
			IDS active* MDARS** partially active (limited functions)	
November 2020	Wi-Fi Push Notifications to CX-5 and CX-9	---	MDARS 360 View Control Module**	Reprogram, replacement, camera aiming Camera Aiming before early November: MCVP Loaner (will request exception to turn rate) and customers will be passed to CEC / Mediation to support on customers directly. Reprogram: MDRT tool available
Current	M-MDS	Diagnostic Work	IDS active*	
			<ul style="list-style-type: none"> DTC read/clear Datalogger 	
Current	M-MDS	Repair Work	MDARS active**	
			<ul style="list-style-type: none"> VCM/Gateway Unit (GWU) Reprogramming GWU Replacement (Configuration) Retrieve CMU log data 360 View Monitor Control Static Aiming 	
October 2021	---	---	MDARS** All functions active	

* Launch IDS from desktop

** Launch MDARS from MGSS

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IDS vs MDARS - functions performed on each system



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