

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  TELEMATICS COMMUNICATION UNIT (TCU) ACTIVATION PROCEDURE	Service Alert No.: SA-004/21
	Last Issued : 05/24/2021

## 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-004/21	01/19/21
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 **DCA8000** battery charger SST to maintain battery voltage. Go to [SA-034/21](#).

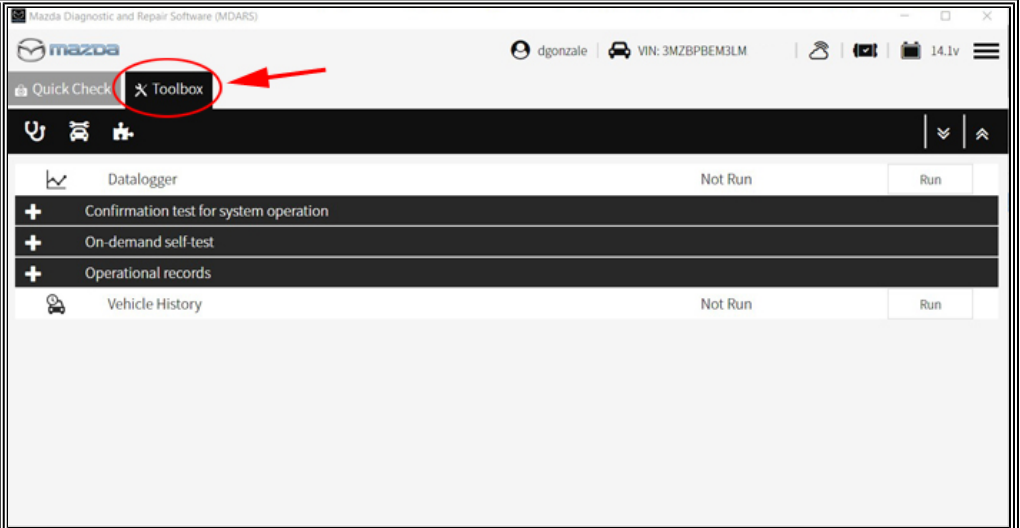
3. Confirm M-MDS hardware that is in good working condition. Go to [SA-066/20](#).

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

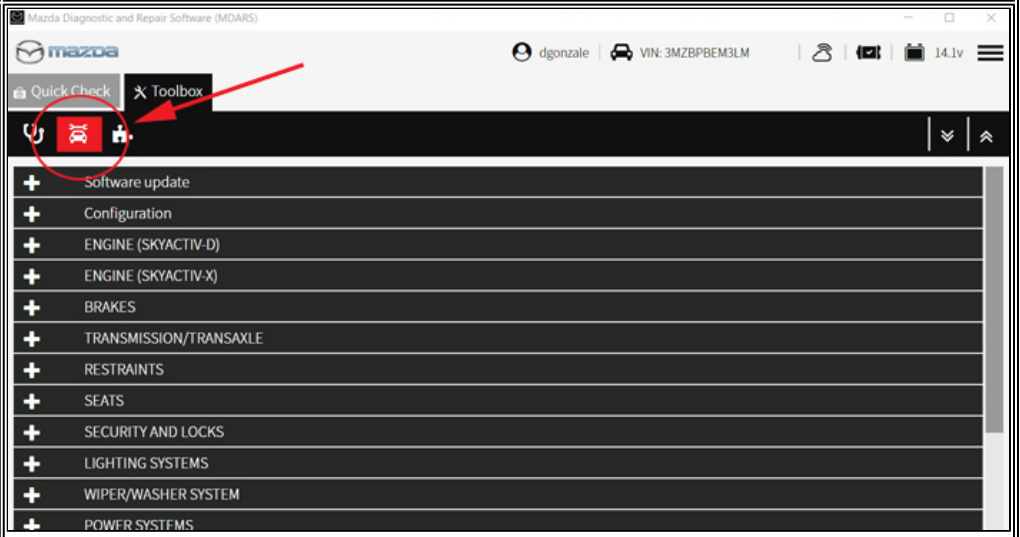
5. Connect MDARS to the vehicle.

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6. Select "Tool Box".

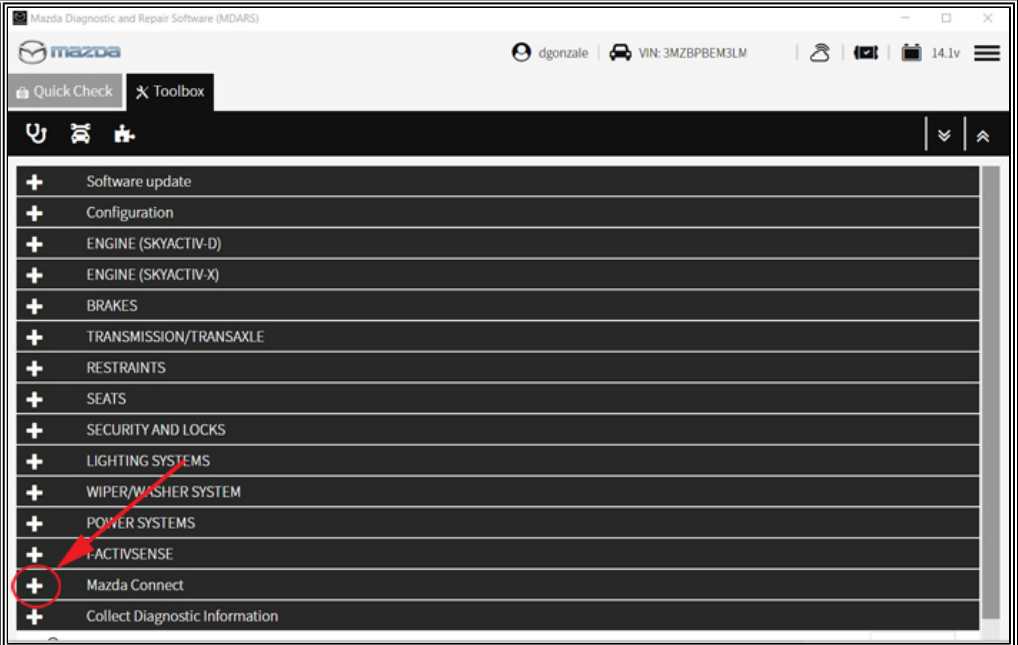


7. Select the repair icon.



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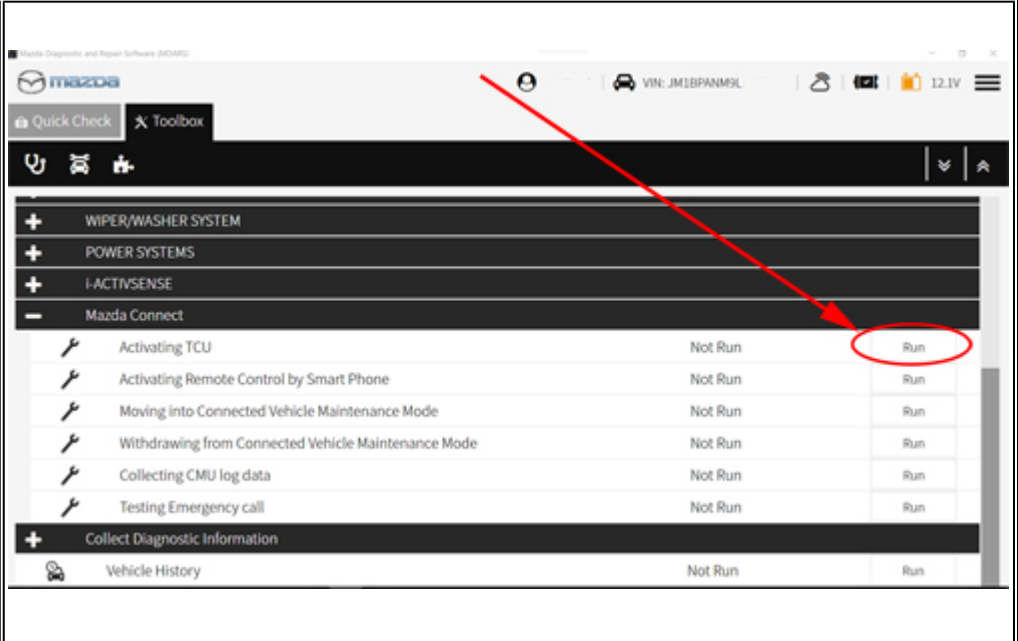
8. Select "Mazda Connect"



9. Select Activating TCU (links TCU to server) -> "Run".  
Wait for "initialization complete" message.

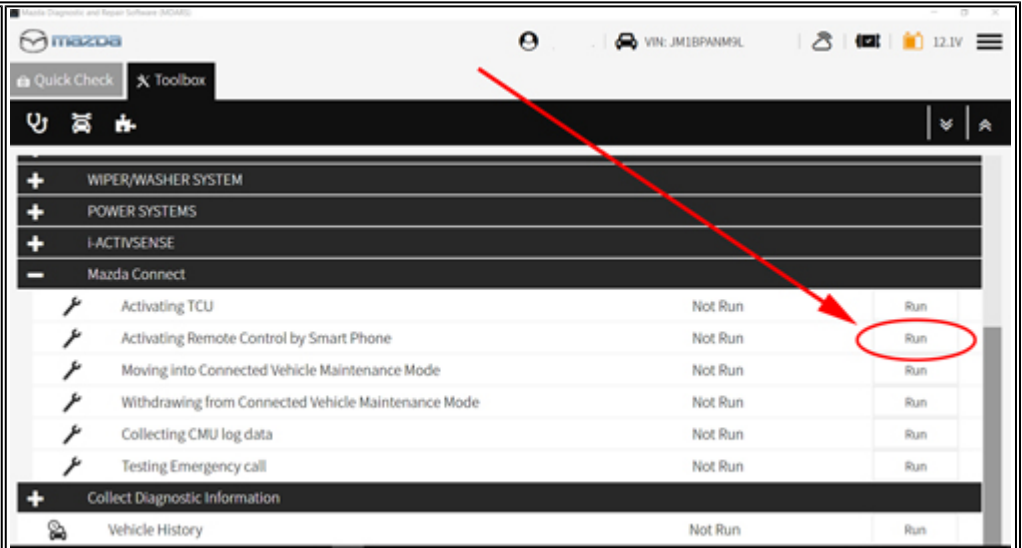
**NOTE:** MDARS may show "Incomplete". This may be caused by:

- Advanced key is not in the vehicle.
- Connected vehicle maintenance mode is enabled.
- Pacemaker radio wave interference prevention is enabled.
- key transmitter power saving function is enabled. See SA-040/20.



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10. Select Activating Remote Control by Smart Phone (links TCU to BCM) -> "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.



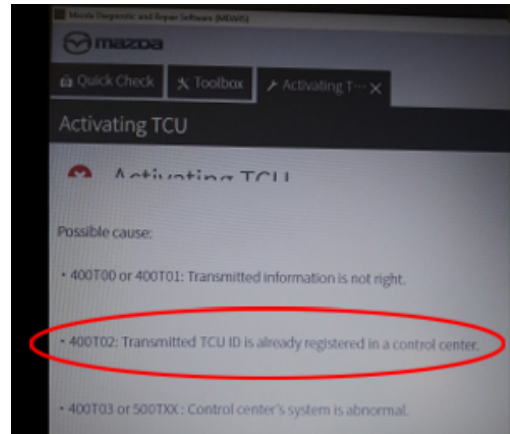
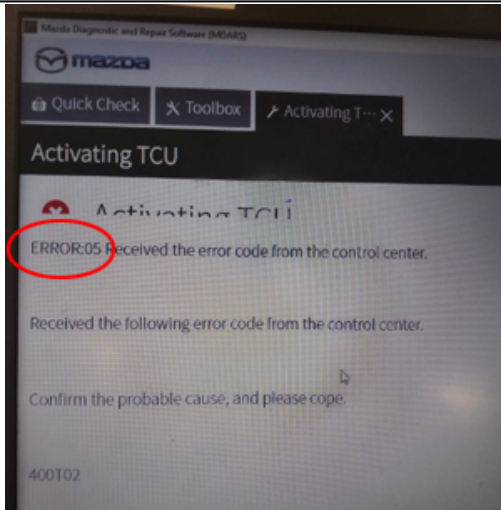
**NOTE:**

- 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.

**ERROR:05**

**Error code 400t02**

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