Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

Subject:	
MAZDA CONNECTED SERVICES - FREQUENTLY ASKED QUESTIONS (FAQ)	Service Alert No.: SA-012/21 Last Issued : 06/15/2021

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-012/21	05/10/21, 04/14/21, 03/15/21, 02/22/21, 02/08/21 and 02/02/21
SA-007/20	11/30/20,10/19/20, 09/29/20, 08/03/20, 06/16/20, 05/22/20, 05/18/20, 04/14/20, 04/06/20, 03/11/20, 03/06/20, 02/27/20, 02/18/20 and 01/10/20
SA-054/19	12/17/19 and 12/06/19

APPLICABLE MODEL(S)/VINS

2019-2021 Mazda3
2020-2021 CX-30
2021 CX-5
2021 CX-9

DESCRIPTION

Frequently Asked Questions (FAQ)

Index

General Questions
Setup and Getting Started
Registration / Enrollment
WI-FI General Information
WI-FI How-To
WI-FI Trial Period
Interacting With The App
Service Issues
Troubleshooting
Reception Level Inspection
Dealer Processes
Conditions for Remote Engine Start Will Not Function
Conditions for Remote Engine Start Function Will turn engine OFF
Educational Videos

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Resources

General Questions

FAQ	Answer
What is included in Connected Services?	Like a personal assistant for your Mazda, access your vehicle's health report, remotely start your engine, lock and unlock the doors and more through the MyMazda app on your mobile device. All complimentary for the first three (3) years of ownership. The vehicle can also be equippped with in-car Wi-Fi capabilities and provide access to emergency services like automatic 911 dialing and roadside assistance.
What benefits come with Connected Services?	Connected Services utilizes a built-in cellular data connection between the vehicle and the MyMazda smartphone app, offering remote access to a variety of great features, including: • Monitoring your vehicle status from nearly anywhere • Remotely starting your vehicle from much farther away than key-fob-activated remote start systems • Using Vehicle Finder to more easily find your vehicle; especially helpful when parked in a large, crowded parking lot.
On which vehicles is Connected Services available?	Connected Vehicle Services are available on the applicable models shown at the beginning of this Service Alert. Other models to feature Connected Services have yet to be announced.
How do I know my Mazda supports Connected Services?	Applicable models (all trims) support Connected Services. Signal strength can be checked on the Mazda Connect center display. On the Mazda Connect home screen, go to "Navigation" or "Entertainment" and look for the telematics icon at the bottom right of the screen.
Is Connected Services available on manual transmission vehicles?	Yes, Connected Services features are available on manual transmission vehicles. However, the remote engine start/stop feature is not available for manual transmission vehicles.
When will the free Connected Services and Wi-Fi trial periods be activated?	At time of RDR. In the case of an RDR reversal, Mazda's systems will identify the final retail sales date for that VIN and restart the clock for the 3-year free trial.
When can I get Connected Service for my 2019 Mazda3?	Available 10/16/2020. After CSP06 completion, Connected Service can be activated via the MyMazda app after entering the VIN and reading the entire disclaimer before checking "I Agree".

Setup and Getting Started

FAQ	Answer

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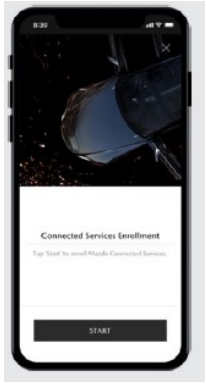
Is it mandatory to enroll in Connected Services?	No, it is an optional service. However, if you do want to use Connected Services features, enrollment via the MyMazda app is required.	
How can I opt out of Connected Services?	If you are enrolled in Connected Services, you may unsubscribe at any time via the MyMazda app, using the following directions: 1. Go to “hamburger menu” (i.e., three vertical lines icon) on the top right of the app screen 2. Tap MyMazda 3. Tap My Vehicle 4. Tap on “more options menu” (i.e., three vertical dots icon) on the top right of the app screen 5. Tap on “Unsubscribe Connected Services” 6. Confirm pop-up warning message	
Is there a subscription fee for Connected Services?	Yes. While Connected Services is complimentary for the initial three (3) years from the original vehicle purchase date (i.e., RDR date), there is a fee after the 3 years. The subscription fee after the complimentary period has yet to be determined.	
What data does Connected Services collect?	Connected Services collects a variety of data, including: Information at registration: • Personal information ◦ Name ◦ Address ◦ Phone Number ◦ Email • Vehicle Information ◦ Vehicle Identification Number (VIN) ◦ Year & Model ◦ Current Mileage ◦ Miles Driven per Day ◦ Driving Condition ◦ Preferred Dealer Data transmitted from vehicle: • Event of an Accident ◦ Location of accident ◦ Status of vehicle	

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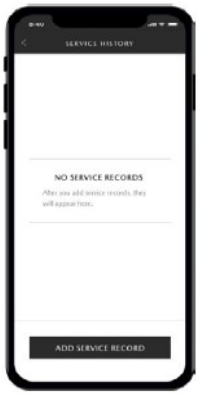
	• Vehicle Warning Events
	  ◦ Location where vehicle warning was issued
	  ◦ Status of vehicle
	• Vehicle Status
	  ◦ When the vehicle is turned off, the vehicle sends out status information including fuel level, oil condition and warning lights
	
	Smartphone Device:
	
	• IMEI (device ID) at login for security purposes
	
	For more information:
	Connected Services Terms & Conditions
	Connected Services Privacy Policy
	CV Important Notice (Secondary Driver)	

How does Connected Services collect customer data?	Personal information is collected at the time of MyMazda app registration, including name, address, telephone number, email address and VIN. For more information on the data collected by Connected Services, please refer to the Connected Services Terms & Conditions and Privacy Policy. Connected Services Terms & Conditions Connected Services Privacy Policy CV Important Notice (Secondary Driver)	
What does Mazda do with data collected by Connected Services?	Anonymized information may be used for product quality, data analysis, research and product development. For more information on the data collected by Connected Services, refer to the Connected Services Terms & Conditions and Privacy Policy. For more information on the data collected by Connected Services, refer to the Connected Services Terms & Conditions and Privacy Policy. Connected Services Terms & Conditions Connected Services Privacy Policy CV Important Notice (Secondary Driver)	
Will my data be deleted when I unsubscribe from Connected Services?	All personal information and information that indirectly enables the customer identification will be deleted. Anonymized information may be used for product quality, data analysis, research, and product development. For example, data transmitted from your vehicle, such as Customer ID and VIN, will be stored and utilized by Mazda after being disconnected from the customer information.	
If I sell my Mazda, will the next owner be able to see my data?	No, the new vehicle owner will not be able to view any of the previous owner's data.	

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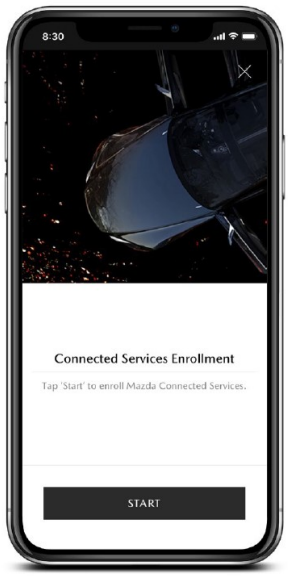
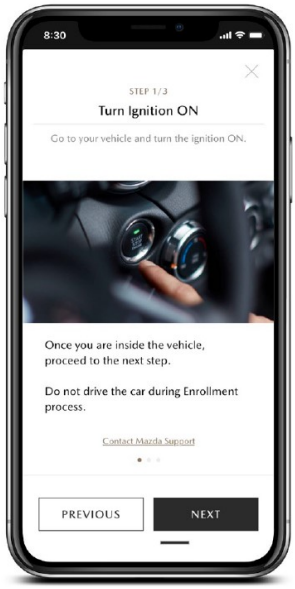
Registration / Enrollment

<table>
<tr><th>FAQ</th><th colspan="2">Answer</th></tr>
<tr><td>What if I’m already registered for a MyMazda account?</td><td colspan="2">If you’re already registered for a MyMazda account, you can simply enroll another eligible vehicle to take advantage of Connected Services.</td></tr>
<tr><td>How do I activate Connected Services?</td><td colspan="2">You can activate a Connected Services-equipped Mazda vehicle via the MyMazda app. You will need to add your VIN and then read the entire disclaimer and check "I Agree" or "I Disgree."</td></tr>
<tr><td rowspan="3">How do I enroll my vehicle in Connected Services?</td><td>1. After registering for a MyMazda account, the Select Vehicle screen will appear. Tap “Add Vehicle” and follow the onscreen instructions to add your vehicle.
2. To enroll in Connected Services, tap “Enroll” on the “My Vehicles” screen.
3. On the Connected Services Enrollment screen, tap Start to begin the enrollment process.</td><td> 
</td></tr>
<tr><td>4. Switch the ignition ON in your Mazda vehicle.
5. Wait 30 seconds.
6. Tap Next.</td><td> 
</td></tr>
<tr><td colspan="2">7. Tap Request to receive authorization code on</td></tr>
</table>

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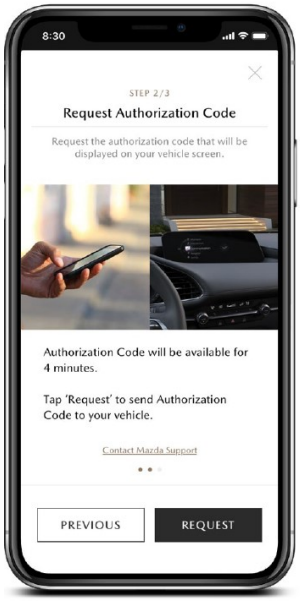
	your vehicle's Mazda Connect center display.	
	8. Enter the authorization code in the MyMazda app, then tap Submit. **NOTE:** If the authorization code was not received, check the reception level strength on the mobile device and vehicle. See Reception Level Inspection. If weak, move to a location with good strength and retry. 9. After enrollment is successfully processed and the vehicle is connected, you will receive a push notification.	

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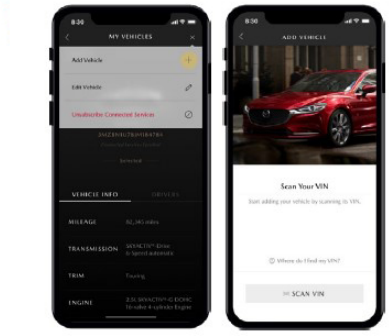
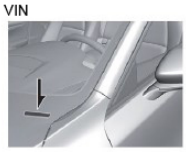
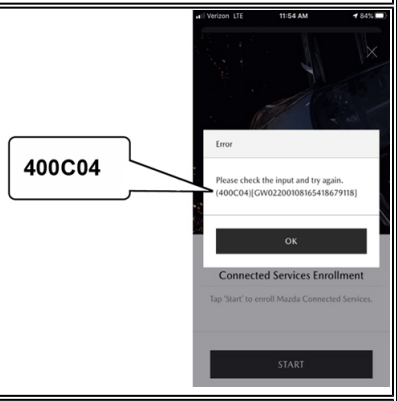
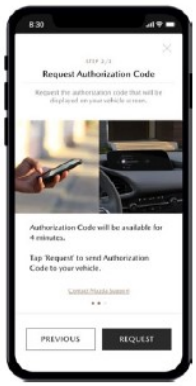
How do I enroll a new vehicle in Connected Services?	Simply take the following steps to enroll another vehicle in Connected Services: 1. From the MENU, tap MyMazda 2. Tap My Vehicle 3. On the Action tab, tap Add Vehicle 4. Tap Scan VIN and scan barcode with your camera OR, if the barcode cannot be scanned, tap Manually Enter VIN and enter the VIN 5. Tap VALIDATE	 For the barcode and VIN positions, refer to the illustrations Barcode VIN 
What should I do when I see a "(400C04)" error message when I try to enroll in Connected Services?	Wait several minutes and try again.	
Do I need an internet connection to access Connected Services?	Yes. The MyMazda app will not work without an internet connection.	
When pairing the MyMazda app to a vehicle, does the authorization code expire?	Yes, the code expires after 5 minutes. If it has expired, you can request a new authorization code via the MyMazda app. Simply return to Connected Services Enrollment, proceed to the step "Request Authorization Code," then tap "Request."	
What is the difference between the two-way authorization validation code and	While both codes are for security purposes, they work differently: • **Validation Code:** Used for two-way authentication when you initially sign	

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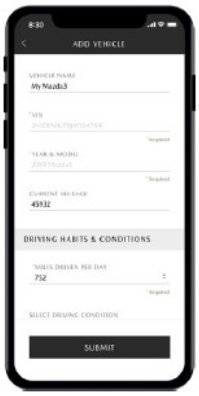
the authorization code?	into your MyMazda app account. This code is sent to the your smartphone device via SMS. You will enter your validation code in to the MyMazda app after receiving it via SMS during the app registration process. • **Authorization Code:** Used to pair your MyMazda account to the vehicle. This code is sent to the vehicle's head-unit display. You will then enter the authorization code in to the MyMazda app after confirming it on the vehicle's head-unit display during Connected Services enrollment.
What Connected Services functions can be accessed in Guest Mode?	You can SIMULATE Connected Services functions in Guest Mode (not connected to a vehicle) by simply selecting "Guest Mode" from the MyMazda app login screen. Then, select applicable vehicle to see how Connected Services features like Remote Start and Vehicle Status look on the MyMazda app. Guest Mode also provides helpful features, including dealer search, recommended maintenance schedule, manuals and guides, Roadside Assistance and a variety of other Menu options. Register for a MyMazda account and enroll in Connected Services to experience the full suite of features.
Can multiple users be registered under the same email address?	No, additional users must use email addresses that are not currently used on the MyMazda app and MyMazda Web.
What about loaner vehicles? Will the Connected Services functions be activated?	Connected Services functions can easily be activated on applicable models via the MyMazda app, even a loaner. If a customer utilizing the loaner activates their phone, after returning the loaner, the dealer (or next customer) can override at any time via MyMazda app. For security purposes, dealer processes will need to be in place to terminate Connected Services from former driver when loaner vehicle is returned.
Can I register more than one vehicle under the same Mazda Connected Services account?	Yes, you can register up to five (5) vehicles under the same account.



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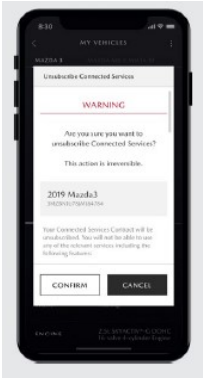
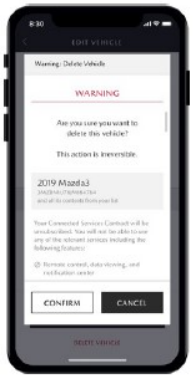
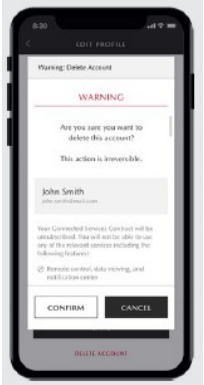
How do I unsubscribe from Connected Services?	If you are subscribed to Connected Services, you may unsubscribe at any time via the MyMazda app, using the following directions: 1. Go to “hamburger menu” (i.e., three vertical lines icon) on the top right of the app screen 2. Tap MyMazda 3. Tap My Vehicle 4. Tap on “more options menu” (i.e., three vertical dots icon) on the top right of the app screen 5. Tap on “Unsubscribe Connected Services” 6. Confirm pop-up warning message	
How do I delete my vehicle from the MyMazda app?	When parting with a Mazda vehicle that used Connected Services, but you are planning to use another Mazda vehicle, delete the vehicle registration information used by Connected Services via the following steps: 1. Tap "My Vehicles" from the MENU 2. Tap “Edit Vehicle” from the Action Tab 3. Tap [DELETE VEHICLE] 4. Read the WARNING carefully, and tap [CONFIRM] if you are sure you wish to delete the vehicle You will automatically be withdrawn from Connected Services at the same time. As your customer information will remain in the system, if you are planning on using a Connected Services-capable Mazda vehicle afterwards, you can continue using the MyMazda app by registering the vehicle.	
How do I delete my account from the MyMazda app?	You can delete your account from the MyMazda app entirely using the following directions: 1. Tap “PROFILE” from the MENU. 2. Tap “Edit Profile” from the Action Tab. 3. Tap [DELETE ACCOUNT]. 4. Read the WARNING carefully, and tap [CONFIRM] if you are sure you wish to delete your account. By deleting your account, you are withdrawn from Connected Services automatically, and the vehicle registration information connected to your account is deleted.	
Does deleting my MyMazda app account cancel my Connected Services subscription?	Yes, deleting your MyMazda account ends your subscription to Connected Services.	
For subsequent owners of the	New owner can simply override the Connected Services functionality from the	

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vehicle, how do we re-register the vehicle to the new owner and shut off data from the first owner?	first owner at any point via MyMazda app. New owner is alerted that they are taking over from another owner. The first owner is notified that services are terminated.

WI-FI General Information

FAQ	Answer
What is in-vehicle Wi-Fi?	In-vehicle Wi-Fi lets you use your vehicle as a Wi-Fi hotspot so you can connect to the internet and stream media such as music, video and so on.
Do I need a wireless plan to access the internet with my vehicle's Wi-Fi hotspot?	Yes. You can take advantage of the free trial through: • Applicable Mazda3 and CX-30 (built before July 1, 2021) - Verizon that's good for 2GB or 6 months • Applicable Mazda3 and CX-30 (built July 1, 2021 and later) - AT&T that's good for 2GB or 3 months • Applicable CX-5 and CX-9 - AT&T that's good for 2GB or 3 months whichever comes first. After the free trial period, you can sign up to Verizon's/AT&T wireless plan to continue services.
How do I set up the in-car Wi-Fi hotspot?	The in-car Wi-Fi hotspot is a separate service provided by Verizon/AT&T for Mazda vehicles. Verizon will be the service provider for applicable Mazda3 and CX-30 vehicles, with all service agreements being made between Verizon and the customer. AT&T will be the service provider for applicable CX-5 and CX-9 vehicles, with all service agreements being made between AT&T and the customer. Using your device, discover the vehicle's designated SSID and use the appropriate password to set up. Or, you can check for instructions within MyMazda by accessing QUICK LINKS and tapping "In-Car Wi-Fi."
Will devices automatically connect to the hotspot after setup?	Yes. Following setup, devices within range will automatically connect to the hotspot as long as their Wi-Fi is enabled.
What is the download speed?	As the Wi-Fi uses Verizon, your Mazda uses America's largest and most reliable 4G LTE network. Download speeds typically run between 5 and 12 Mbps, with peak download speeds reaching up to 50 Mbps.
What happens if I reach my Wi-Fi data limit during my subscription?	If you reach the limits list below, simply continue services by signing up for Verizon's/AT&T's wireless plan. Verizon/AT&T offers an unlimited plan for $20 per month. • Verizon applicable Mazda3 and CX-30 (built before July 1, 2021) - 2GB / 6-month free trial • AT&T applicable Mazda3 and CX-30 (built July 1, 2021 and later) - 2GB / 3-month free trial • AT&T applicable CX-5 and CX-9 - 2GB / 3-months free trial
How many devices can be connected to	You can connect up to five (5) devices to the Wi-Fi hotspot at a time.

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the Wi-Fi hotspot at any given time?	
Am I able to check how much data I've used each month once I have a Wi- Fi subscription?	During the free trial, you can monitor how much of the 2GB / month limit was used. If you enroll in Verizon's/AT&T's $20-per-month unlimited plan, there will be no data limit.
Where will I have Wi-Fi coverage?	Within the United States, Connected Services uses Verizon's network, America's largest and most reliable 4G LTE network. When driving in Canada, roaming is available, with up to 512 MB per day available at 2G speeds.
Can an owner use a different Wi-Fi provider than Verizon in the future?	No, only Verizon/AT&T. This platform is hard-coded to only function with Verizon/AT&T services. Consideration is being offered for greater flexibility with future generation platforms.

WI-FI How-To

FAQ	Answer
How do I connect a device to my vehicle's Wi-Fi hotspot?	Using your device, discover the vehicle's designated SSID and use the appropriate password.
How do I turn the Wi-Fi hotspot on/off?	First, access the Wi-Fi Settings menu: 1. Select Settings from the Mazda Connect MENU. 2. Select Connectivity. 3. Select Wi-Fi Settings. From here, you can turn the Wi-Fi off or on. You can also set a designated SSID and password, much like you would with a home router.
How do I manage my Wi-Fi hotspot password?	You can manage the Wi-Fi password by following these steps: 1. Select Settings from the Mazda Connect home screen. 2. Select Connectivity. 3. Select Wi-Fi Settings. 4. Select Wi-Fi Password to manage the password.
What if I forget my Wi-Fi password?	You can manage the Wi-Fi password by following these steps: 1. Select Settings from the Mazda Connect home screen. 2. Select Connectivity. 3. Select Wi-Fi Settings. 4. Select Wi-Fi Password to manage the password.

WI-FI Trial Period

FAQ	Answer
How do you begin the Wi-Fi trial?	Any applicable free Wi-Fi trials and monthly subscriptions are handled directly with Verizon/AT&T.
What happens if I reach my data limit during the Wi-Fi trial?	If you reach the limits of the free trial, simply continue services by signing up for Verizon's/AT&T's wireless plan. Verizon/AT&T offers an unlimited plan for $20 per month. The customer can contact: • Verizon directly at (800) 331-4331 for applicable Mazda3 and CX-30 (built before July 1, 2021) • AT&T directly at (800) 331-0500 for applicable Mazda3 and CX-30 (built July 1, 2021 and later)

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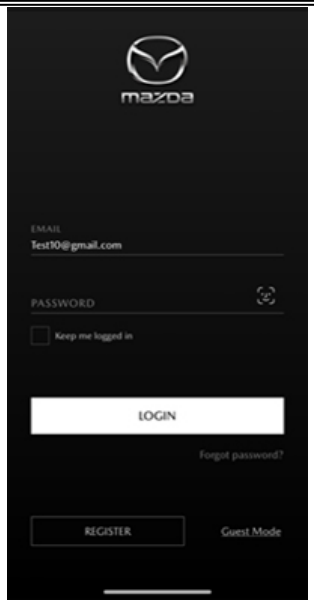
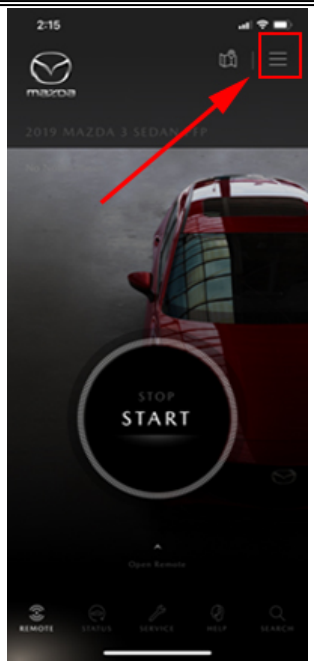
- AT&T directly at (800) 331-0500 for applicable CX-5 and CX-9

Please advise the customer to have their IMEI number available, as Verizon/AT&T may request this infomation during the call.

How To Obtain IMEI Number

Go to the MyMazda App	
a. Log into MyMazda app	
b. Select “hamburger menu” on top right of screen	

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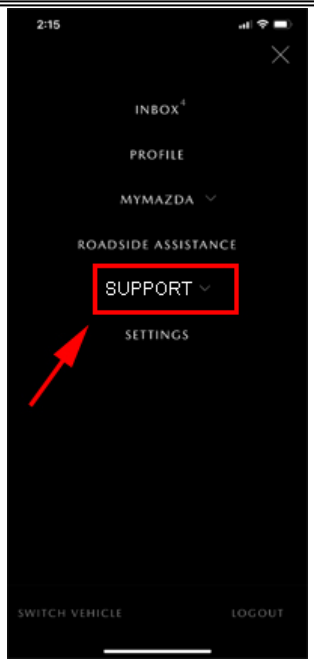
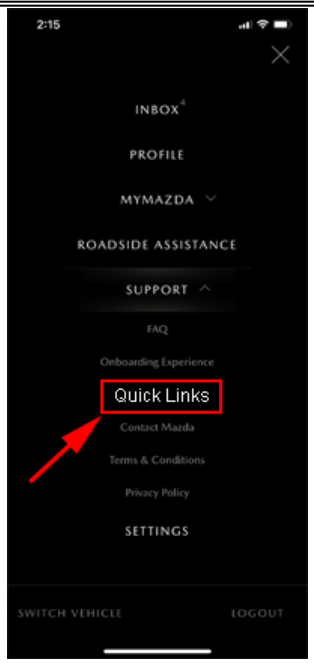
	c. Select “Support”	
	d. Select “Quick Links”	

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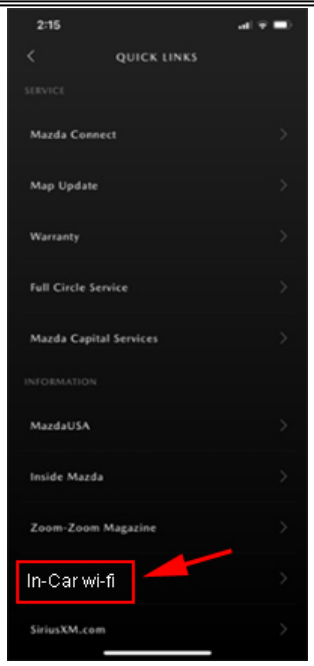
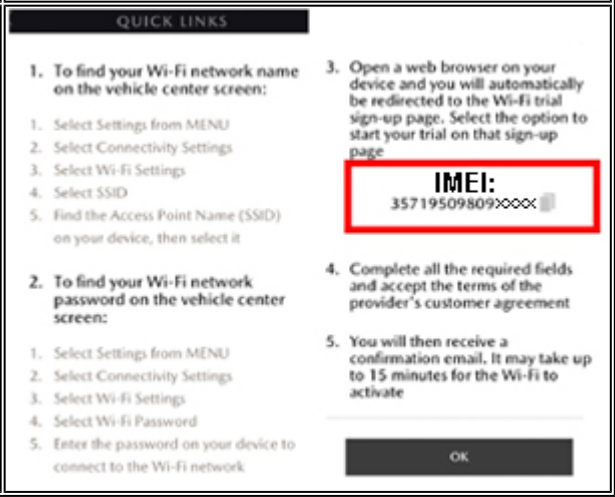
<table>
<tr><td></td><td>
<table>
<tr><td>e. Select “In-Car Wi-Fi”</td><td> 
</td></tr>
<tr><td>f. Instructions & IMEI Displayed</td><td> 
</td></tr>
</table>
</td></tr>
<tr><td>What are the trial terms for Wi-Fi hotspot?</td><td>The free trial is good for:
• 2GB or 6 months, whichever comes first, for Verizon applicable Mazda3 and CX-30 (built before July 1, 2021)
• 2GB or 3 months, whichever comes first, for AT&T applicable Mazda3 and CX-30 (built July 1, 2021 and later)
• 2GB or 3 months, whichever comes first, for AT&T applicable CX-5 and CX-9</td></tr>
<tr><td>How can I check</td><td>You can log into the following sites using your login information.</td></tr>
</table>

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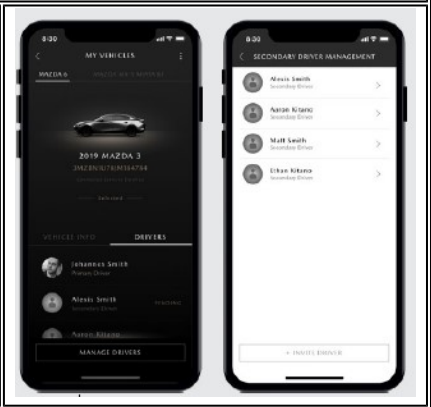
how much data I've used during my trial?	• Verizon's account management website for applicable Mazda3 and CX-30 (built before July 1, 2021) • AT&T's Sign In website for applicable Mazda3 and CX-30 (built July 1, 2021 and later) • AT&T's Sign In website for applicable CX-5 and CX-9

Interacting With The App

FAQ	Answer
Can I use multiple devices for the same account?	No, not simultaneously. For security purposes, the app will automatically log other devices out when a new one logs in.
Do I need to be within a certain distance of my Mazda for Connected Services to work?	As long as both the MyMazda app and the vehicle are within range of cellular service, Connected Services should work.
Can I add multiple Connected Services drivers to the same Connected Services account?	Yes, the primary driver can invite up to three (3) other Connected Services drivers through MyMazda. The primary driver can also cancel the invites at any time through MyMazda. To add drivers: 1. Go to "My Vehicles" 2. Tap "Manage Drivers" 3. If a spot is available, tap "+ Invite Driver" If you change your mind, you can tap "Cancel Invitation" to retract your invitation to a secondary driver. 
Can I use the app on a tablet instead of a smartphone?	Yes, but some functions may not work properly, as tablets are not fully supported.
Can I use the Remote Control feature while sitting in the connected vehicle with the key?	No, none of the Remote Control functions will operate if the key is located inside the car, or if all of the doors are not closed.
Can I schedule a service appointment using Connected Services on the Mazda Connect display in my vehicle?	No, you can only schedule a service appointment through the MyMazda app (or web), not through the in-vehicle Mazda Connect display.

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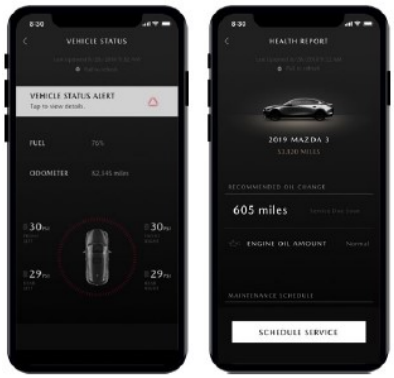
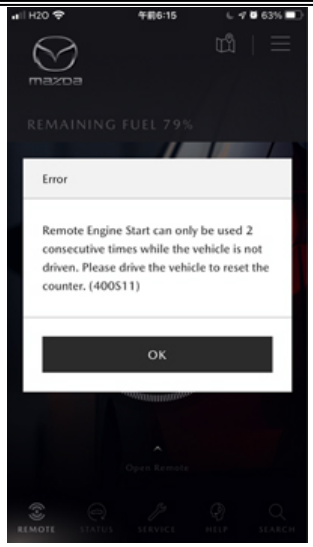
When are Vehicle Status and Vehicle Health Report data updated?	Vehicle Status and Vehicle Health Report data is updated after ignition off. As long as the engine is running, information is not updated, even if it is refreshed. **NOTE:** • It may take several minutes for Vehicle Status and Vehicle Health Report to be updated after ignition off. • Vehicle Maintenance due data is pulled from the vehicles MAZDA CONNECT system. The customer can change the settings at: MAZDA CONNECT -> Information -> Vehicle Status Monitor -> Vehicle Maintenance Settings.	
If I lose my phone, how can I restrict access to Connected Services?	You may login to Connected Services using any other smart device by downloading the MyMazda app and using your MyMazda login credentials. Even if you don't have another smart device, access to Connected Services will be restricted to other users by the Identification Management system of the MyMazda app (cannot login without password or biometric login).	
When I use Remote Engine Start to warm up my vehicle, how long will the engine continue running?	If Remote Engine Start is used, the engine will stop running automatically after 15 minutes for safety, security and emissions. **NOTE**: The Remote Engine Start can only be used 2 consecutive times while the vehicle is not driven. The vehicle must be driven 1-mile or 24-hours must pass from the last successful Remote Engine Start for the use count to reset. For more information, refer to the Connected Services Owner's Manual.	

Service Issues

FAQ	Answer
Is my Connected Services reception affected by weather conditions or geographic features such as tunnels or steep valleys?	Yes, inclement weather, remote locations, enclosed areas, or underground parking garages can affect your service. Use the radio wave reception level indications of the communication unit to determine if your Connected Services reception is being affected. For details on the system's limitations, refer to the Terms and Conditions.
Can I use Connected Services as normal during an app update?	It may not be possible to use certain Connected Services functions during a MyMazda online update.

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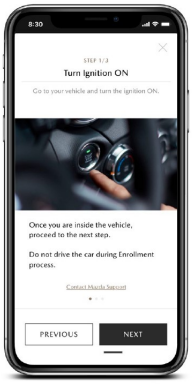
Troubleshooting

CAUTION: DO NOT swap TCU with another vehicle as the TCU is VIN locked after activation. A TCU swap with another vehicle will disable Connected Services on both vehicles.

<table>
<tr><th>Problem</th><th>Solution</th></tr>
<tr><td rowspan="2">Vehicle center display does not provide Authorization Code during the MyMazda App connected services enrollment.</td><td colspan="2">1. Check customer phone and vehicle reception strength. Retry when reception strength is good or strong.
Go to Reception Level Inspection</td></tr>
<tr><td>2. Connected Services Enrollment step 1/3 "Turn Ignition ON", wait 30 seconds before you select "Next" on the phone App.
This allows the communication unit time to connect.
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.</td><td> 
</td></tr>
<tr><td>2020 Mazda3 Infotainment Software Update Error</td><td colspan="2">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.
</td></tr>
<tr><td>Remote function(s) inoperative.

• Engine Start / Stop
• Door Lock / Unlock
• Lights ON / OFF</td><td colspan="2">1. Check customer phone and vehicle reception strength. Retry when reception strength is good or strong.
Go to Reception Level Inspection

2. Check for DTC(s) stored. If stored, clear/repair DTC(s) and then retry.
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 testing connected vehicle functions.

NOTE: The customer can view the reason for remote function failure.
Example 1 (Push notification)</td></tr>
</table>

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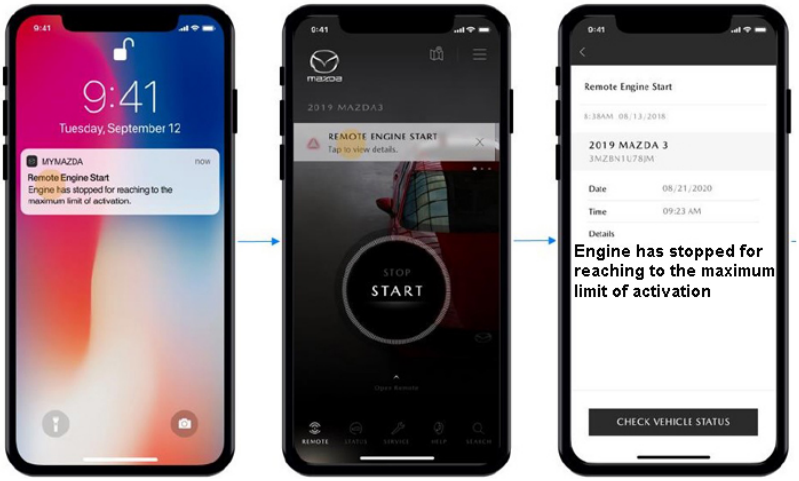
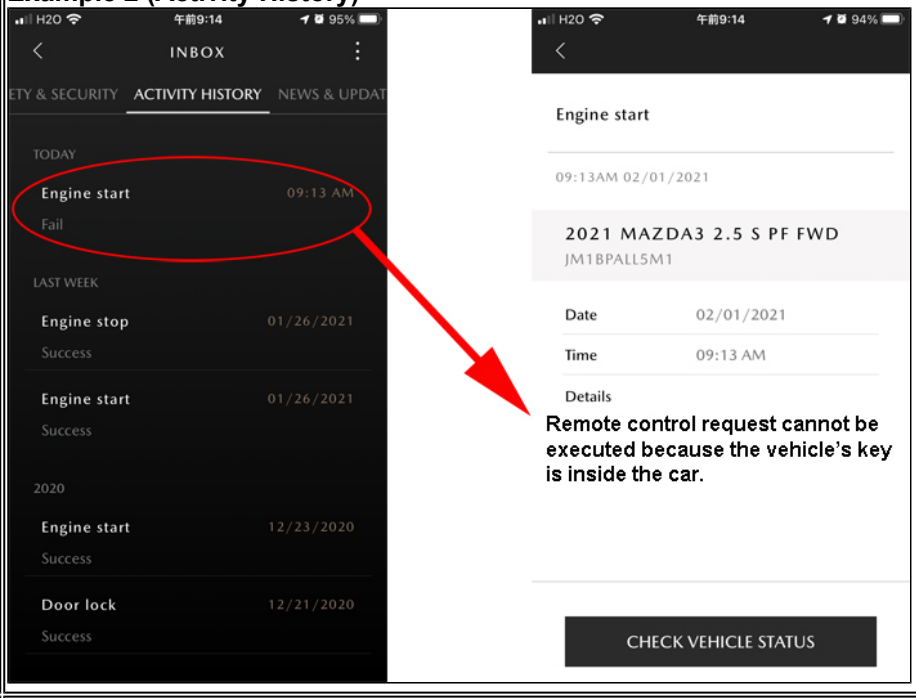


OS Lock Screen Tap the push notification	Home Tap the alert card	Inbox Detail Tap "check vehicle status"

Example 2 (Activity History)



2021 Mazda3 and CX-30 functions inoperative: • Vehicle Status Alert • Remote Engine Start / Stop	Vehicle's electrical control area network (CAN) is in "Sleep Mode".

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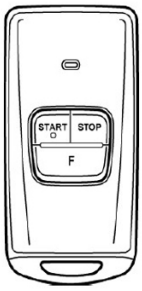
• Remote Door Lock / Unlock • Remote Hazard Lights ON / OFF • Vehicle finder (vehicle location mapping function is available.)	 No dealer visit is required. Sleep Mode can be reset by starting the engine and idling or driving for 5 minutes or longer. See SA-005/21
First remote control attempt fails, second attempt works fine. • Engine Start / Stop • Door Lock / Unlock • 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. 	1. Remove the aftermarket accessory. 2. The customer can use either the Mazda Remote Engine Start accessory or the MyMazda App function. Cannot use both. **Mazda Remote Engine Start (RES) Removal** a. 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)]

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I can't access Connected Services via MyMazda app.	To regain access to Connected Services, follow these steps: 1. What vehicle do you have? See applicable models shown at the beginning of this Service Alert. 2. Have you downloaded the MyMazda app and registered for an account? If not: For an iOS device (iPhone, iPad), download the MyMazda app from the App Store. The device must be running iOS 9.0 or newer. For an Android device, download the MyMazda app from Google Play Store. The device must be running Android 7.0 or newer. 3. Have you already enrolled in Connected Services? If you aren't enrolled in Connected Services, follow the enrollment process. Download the MyMazda app from the app store, if necessary. *Note to CEC/Tech Hotline/Dealer: If the customer is enrolled in Connected Services, follow incident management protocol.*	
I can't access the in-car Wi-Fi hotspot.	If you are unable to access the in-car Wi-Fi hotspot, follow these steps: 1. See if your device's Wi-Fi access is turned on. 2. Make sure your vehicle is running or in accessory mode. 3. You can follow the steps below to find your Wi-Fi network name: a. Select Settings from the Mazda Connect home screen. b. Select Connectivity Settings. c. Select Wi-Fi Settings. d. Select SSID (Access Point Name). e. Find the SSID on your device, then select it. 4. Now follow the steps below to find your Wi-Fi network password: a. Select Settings from the Mazda Connect home screen. b. Select Connectivity Settings. c. Select Wi-Fi Settings. d. Select Wi-Fi Password. e. Enter the password displayed on the device to connect to the Wi-Fi network.	
I made multiple remote service requests within a 60-second period.	You can only make one (1) remote request within a 60-second period. For example, if you accidently made a "remote unlock" request and now want to send a "remote lock" request, you will have to wait at least 60 seconds before you can make the second request.	
I didn't use the vehicle for a week, and now I can't access Connected Services.	Simply drive the vehicle as normal for a few miles and Connected Services should start working again.	
I left my key in the vehicle.	No, you will see a "Fail" error message upon making a remote service request	

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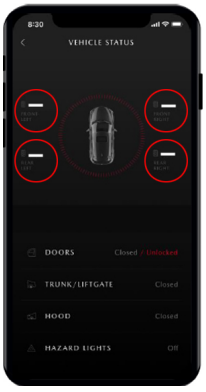
Can I still use Connected Services, like remote engine start?	(e.g., remote engine start) if you leave the key in the vehicle. The key must be kept outside the vehicle to execute remote services.
I am locked out from the app after failing to log in a few consecutive times.	If you have made five (5) failed login attempts, you must wait five (5) minutes before you can attempt to log in again.
The Remote Control lock/unlock function isn't working.	Double-check your vehicle. The lock/unlock function will not work if the engine is running, the key is left inside the vehicle or any of the doors are opened.
I used Remote Engine Start, but when I opened the door to my vehicle, the engine turned off.	When Remote Engine Start is used, the engine will turn off when any of the doors are opened.
How do I block MyMazda App remote functions when vehicle is being serviced?	MyMazda App remote functions can be restricted by switching to Restricted Transmitting Mode. • Restricts MyMazda App remote functions. • Prevents error messages being sent to the customer during vehicle service. Cancel Restricted Transmitting Mode after completing vehicle service. Go to MGSS SERVICE CAUTIONS FOR VEHICLES WITH TELEMATICS COMMUNICATION SYSTEM [(US)].
Engine turns off a few seconds after remote engine start	Possible Powertrain DTC's stored. Repair DTC's and then retry.
Except CX-5 and CX-9 MAZDA CONNECT and/or MyMazda APP displays incorrect tire pressures after battery disconnect and/or infotainment CMU software update. 	Go to SA-044/20

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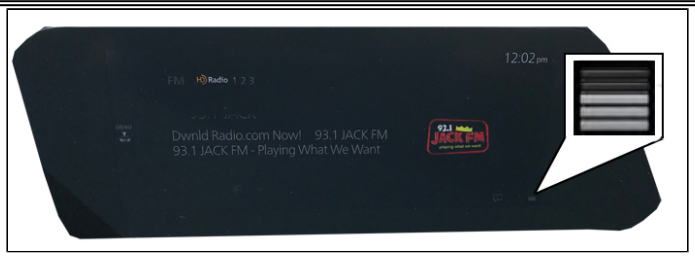
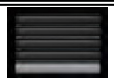
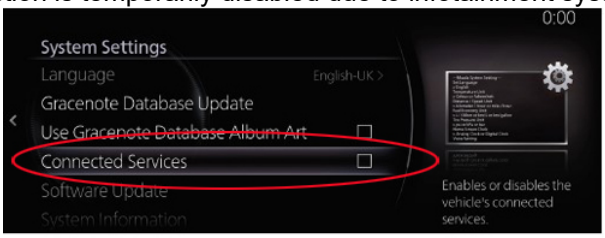
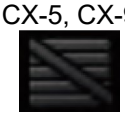
Reception Level Inspection



Indication	Explanation
Mazda3, CX-30	Radio waves are not being received. Move to a location with good reception.
	Weak reception.
	Good reception.
	Strong reception.
	Currently conducting an operation check of the communication unit. If this condition continues, consult an Authorized Mazda Dealer.
	Currently conducting an operation check of the onboard communication unit. Communication is not possible during this display.
CX-5, CX-9	The communication function is temporarily disabled due to infotainment system setting. 
Mazda3, CX-30 CX-5, CX-9 	• Connected Service contract has ended (Subscription expired) • Customer deactivated Connected Services (Opt-Out) ◦ eMDCS Warranty Vehicle Inquiry will show Campaign CSP04 Status Closed • TCU has not been initialized, go to SA-010/20

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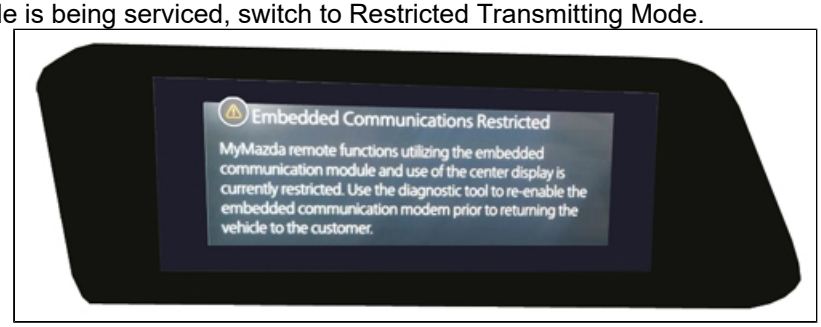
Dealer Processes

Connected Vehicle Maintenance Mode	When vehicle is being serviced, switch to Restricted Transmitting Mode.  • Restricts MyMazda App remote functions. • Prevents error messages being sent to the customer during vehicle service. **NOTE:** Make sure to cancel Restricted Transmitting Mode after completing vehicle service. See SERVICE CAUTIONS FOR VEHICLES WITH TELEMATICS COMMUNICATION SYSTEM [(US)] • CX-30 • Mazda3 • CX-5 • CX-9
Is there an opportunity at PDI to test the system?	No special action is required to activate at PDI other than the room fuse installation, which is already part of the current PDI. We recommend checking for signal after installing room fuse. See the image below for how the connectivity signal bar looks (it's the vertical stack bar on the right bottom corner). This connectivity signal bar is not displayed on the "Home" screen, so the PDI Inspector would have to go into the "Entertainment" or "Navigation" menu to check it. To confirm it is working properly, the bar should be white like the image below.
The handbook states that a “moderate collision” will dial 911. Please define “moderate.”	If an airbag is deployed.

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Will the customer have to sign a disclaimer for a loaner vehicle that has Connected Services activated?	If the customer is downloading the MyMazda app to use the Connected Services functions, they will sign the disclaimer as part of the MyMazda process. If the customer is not downloading the app but the dealer has set it up for their own purposes (e.g., vehicle location), then it is the dealer's responsibility to disclose to the customer.

Remote Engine Start Will Not Function under the following conditions

Item	Condition
1	Vehicle battery voltage low
2	Automatic transmission shift position except "P"
3	Vehicles equipped with manual transmission
4	Vehicle speed above 3 mi/h (5 km/h)
5	Brake pedal switch malfunction
6	Engine has been running by remote engine start function
7	Engine started by remote engine start more than 2 consecutive times while the vehicle is not driven NOTE: The vehicle must be driven 1-mile or 24-hours must pass from the last successful Remote Engine Start for the use count to reset.
8	2021 Mazda3 and CX-30: Vehicle's electrical control area network (CAN) is in "Sleep Mode"
9	A registered key is detected in the vehicle
10	Brake pedal switch detects brake application
11	Low fuel warning message
12	Engine starts, then turns OFF due to abnormal high engine rpm detected. (Engine rotation over 3000 rpm continued for more than 0.2[s])
13	No engine rpm detected after sending engine start request. (Engine rotation 0 rpm continued for more than 0.2[s])
14	When the CAN data signal for engine shut off is present (e.g.: door ajar signal)
15	After 10 second maximum cranking time
16	Burglar alarm status is "Alarm" and "Alarm stand by" (CAUTION - DO NOT enable, see Theft-Deterrent System section in SA-012/20)
17	Room fuse blown/missing
18	Connected Vehicle Maintenance Mode enabled (Restricted Transmitting Mode in MDARS)
19	Vehicle is parked (stored) for approximately 1 week or longer or in deep sleep mode. Drive the vehicle for a few miles to recover.
20	DTC stored
21	Remote engine start aftermarket accessory installed
22	Mazda Remote Engine Start (BCKA-V7-620) accessory installed (No MyMazda app remote engine start function). **Mazda Remote Engine Start (RES) Removal** a. Remove the Mazda Remote Engine Start (RES) accessory module. b. Deactivate and activate Advanced Key(s). Refer to MGSS IMMOBILIZER SYSTEM-RELATED

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	PARTS PROGRAMMING [(US)]
23	First remote control attempt fails, second attempt works fine. Go to TSB 16-002/20.

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

Item	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	Engine will stop running automatically after 15 minutes for safety, security and emissions.

Educational Videos

Overview
Using MyMazda App
In-car Wi-Fi hotspot
MyMazda remote
Notifications
Saftey features

Resources

SA-064/20 - CX5 and CX-9 CONNECTED VEHICLE SERVICE INFORMATION
SA-013/21 - CONNECTED VEHICLE SYMPTOM TROUBLESHOOTING
Connected Services Owner's Manual
MAZDA CONNECT and MAZDA CONNECTED SERVICES USER GUIDE
MAZDA CONNECTED VEHICLE VIEWER (MCVV) USER GUIDE (see attachment)
MAZDA CONNECT ESSENTIALS WBT (30076)
MAZDA CONNECT & CONNECTED SERVICES FOCAL POINT (30093FOC)
MAZDA CONNECTED SERVICES SMART CARDS
MAZDA CONNECTED SERVICES: CUSTOMER OUTREACH

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