

Subject:

TELEMATICS COMMUNICATION UNIT (TCU) ACTIVATION PROCEDURE

Service Alert No.: SA-004/21

Last Issued : 06/02/2021

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	05/24/21 and 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 2021 CX-5 2021 CX-9

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:

- 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.
- 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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	Mazda Diagnostic and Repair Software (MDARS)		- 🗆 X
	A Quick Check X Toolbox	😧 dgonzale 🖨 VIN: 3MZBPBEM3LM	🗟 🖽 🖬 14.1v 🗮
	で 算 ま		× ×
	Datalogger	Not Run	Run
	Confirmation test for system operation		
	 On-demand self-test 		
Select "Tool Box".	+ Operational records		
	Sector Vehicle History	Not Run	Run
	Mazda Diagnostic and Repair Software (MDARS)		- 0 X
		😫 dgonzale 🖨 VIN: 3MZBPBEM3LM	👌 🖾 🗎 14.1v 📃
	Quick Check X Toolbox		
7. Select the repair icon.	V 📕 🔒		× ×
	+ Software update		
	+ Configuration		
	+ ENGINE (SKYACTIV-D)		
	+ ENGINE (SKYACTIV-X)		
	+ BRAKES		
	TRANSMISSION/TRANSAXLE		
	WIPER/WASHER SYSTEM		

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	し		× *
	Software update		
	Configuration		
	ENGINE (SKYACTIV-D)		
	ENGINE (SKYACTIV-X)		
8 Select "Mazda Connect"	BRAKES		
	SEATS		
	SECURITY AND LOCKS		
	Mazda Connect		
9. Select Activating TCU (links			
TCU to server) -> "Run".	Maste Dispredic and Repar Software (MDMS)		- 0 ×
Wait for "initialization complete"	Mmazoa 9	R VIN: JM18PANM9L	- 👌 (CC) 💼 12.1V 🚍
message.	A Duick Check & Toolbox		
5			
NOTE: MDARS may show	の 以 ま		¥ ♠
"Incomplete". This may be			
caused by:	WIPERWASHER SYSTEM		
_	POWER SYSTEMS		
Advanced key is not in the	+ FACTIVSENSE		
vehicle.	Mazda Connect	N	
 Connected vehicle 	Activating TCU	Not Run	Run
maintenance mode is	Activating Remote Control by Smart Phone	Not Run	Run
enabled.	Moving into Connected Vehicle Maintenance Mode	Not Run	Run
Pacemaker radio wave	Withdrawing from Connected Vehicle Maintenance Mode	Not Run	Run
interference prevention is	Collecting CMU log data	Not Run	Run
enabled	Tosting Emergency col	Not Run	Run
	resung Emergency can	155 150	
key transmitter power	Collect Diagnostic Information	Press Press	
 key transmitter power saving function is enabled. 	Collect Diagnostic Information Wehicle History	Not Run	Run

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	🖨 Quick Check 🗙 Toolbax	
	の 刻 字	* A
	+ WIPER/WASHER SYSTEM	
10. Select Activating Remote	POWER SYSTEMS	
Control by Smart Phone (links	+ i-activsense	
TCU to BCM) -> "Run".	 Mazda Connect 	
Wait for "initialization complete" message.	Activating TCU	Not Run Run
	Activating Remote Control by Smart Phone	Not Run Run
	Moving into Connected Vehicle Maintenance Mode	Not Run Run
	Withdrawing from Connected Vehicle Maintenance Mode	Not Run Run
	F Collecting CMU log data	Not Run Run
	F Testing Emergency call	Not Run Run
	+ Collect Diagnostic Information	
	Sea Vehicle History	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 1 2 3 Dwnlid Radio com Nowl 9: 93,1 JACK FM - Playing What	3.1 JACK FM tWe 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.

ERROR:05	Error code 400t02

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