

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: CONNECTED VEHICLE REMOTE FUNCTIONS INOPERATIVE, NO OTP AND/OR ENGINE NO START DUE TO LOW BATTERY VOLTAGE	Service Alert No.: SA-045/21
	Last Issued : 08/02/2021

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-045/21	08/02/21 and 07/23/21

APPLICABLE MODEL(S)/VINS

- 2021 Mazda3 vehicles built July 1, 2021 and later
- 2021 CX30 vehicles built July 1, 2021 and later
- 2021 CX-5 vehicles built March 20, 2021 and later
- 2021 CX-9 vehicles built March 22, 2021 and later

DESCRIPTION

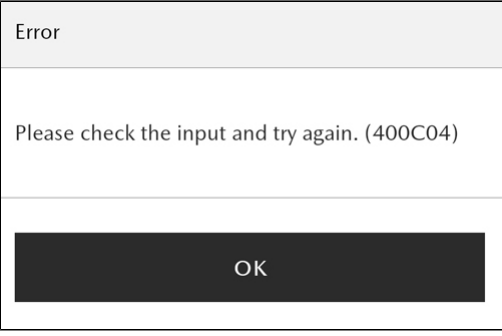


Some customers may experience the following symptoms:

CX5 CX-9	<ul style="list-style-type: none">• Connected Vehicle Remote Functions inoperative after SSPC6 repair.• Connected Vehicle Remote Functions inoperative on vehicles:<ul style="list-style-type: none">◦ CX-5 built March 20, 2021 and later◦ CX-9 built March 22, 2021 and later• Engine no start due to low battery voltage.
Mazda3 CX-30	<ul style="list-style-type: none">• Connected Vehicle Remote Functions inoperative on vehicles built July 1, 2021 and later.• No Connected Vehicle OTP (One Time Pass Code)

NOTE:

Connected Vehicle Remote function(s) inoperative. <ul style="list-style-type: none">• Engine Start / Stop• Door Lock / Unlock• Lights ON / OFF	The MyMazda App will show remote function error
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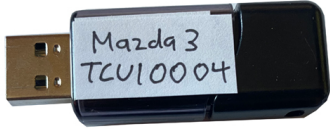
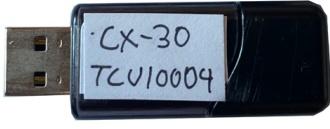
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<p>Connected Vehicle reception strength icon</p>	<p>CX-5 CX-9</p>	
	<p>Mazda3 CX-30</p>	
<p>CX-5 and CX-9 - If enrolled, CV Viewer shows normal customer enrollment information.</p>		

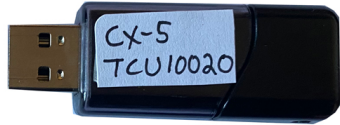
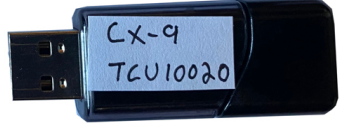
REPAIR PROCEDURE

Preparation

1. Prepare four (4) individual USB memory sticks and label them as shown in the table.
2. Delete all files from the USB memory sticks.
3. Download the following files to each individual USB memory stick by model.

Model	File Name and Link	Software Version	USB Memory Stick
Mazda3	TCU_7000T11-0501_8004.kwi	10004	
CX-30	TCU_7000T11-0601_8004.kwi	10004	

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CX-5	TCU_7000T11-0301_8014.kwi	10020	
CX-9	TCU_7000T11-0201_8014.kwi	10020	

NOTE:

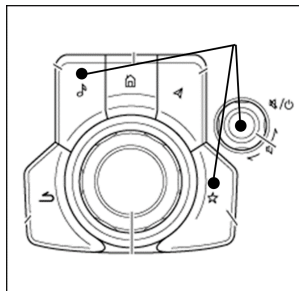
- Each USB memory stick should only have one (1) file on it. If two or more files exist on the USB memory stick, no file is recognized for the reprogramming.
- Advise the customer to NOT use the remote control features (remote engine start/stop, remote door lock/unlock, turn on /off hazard warning lights) with the MyMazda App during the repair. The malfunction information may be sent for the DTC detected during the repair.

Reprogramming the Telematics Communication Unit (TCU).

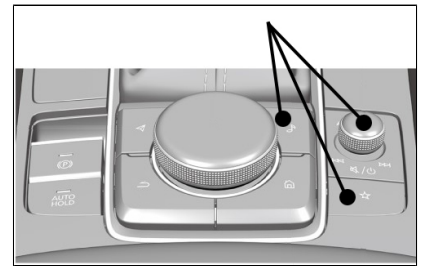
1. Maintain battery voltage using a the DCA8000 or GR8 battery charger. See [SA-034/21](#).
 2. Turn the ignition switch to ACC.
- CAUTION:** To avoid damaging the TCU, DO NOT turn the ignition switch to OFF or disconnect the battery terminal during reprogramming.
3. Insert the USB memory stick by model into the USB port located in the center console.

4. Press and hold the Volume knob, then press and hold the Entertainment and Favorites buttons at the same time for 3-5 seconds and the Factory/Service Inspection screen will appear.

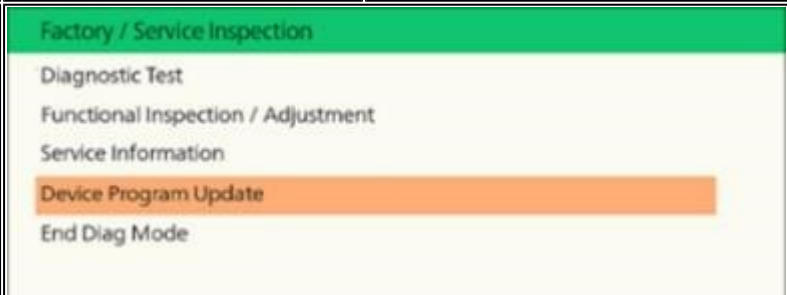
CX-5 and CX-9



Mazda3 and CX-30



5. Select "Device Program Update".

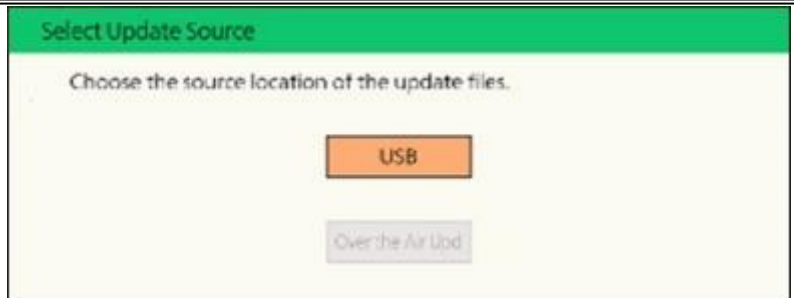


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6. Select "System Update".



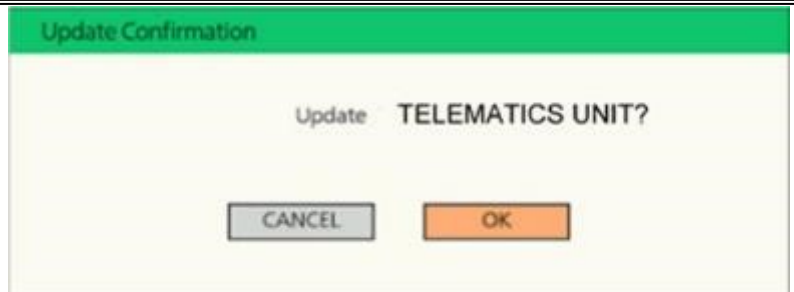
7. Select "USB" and the system will start checking for the update file.



8. Confirm the correct software version is shown under "Update Version" and select "TELEMATICS UNIT".



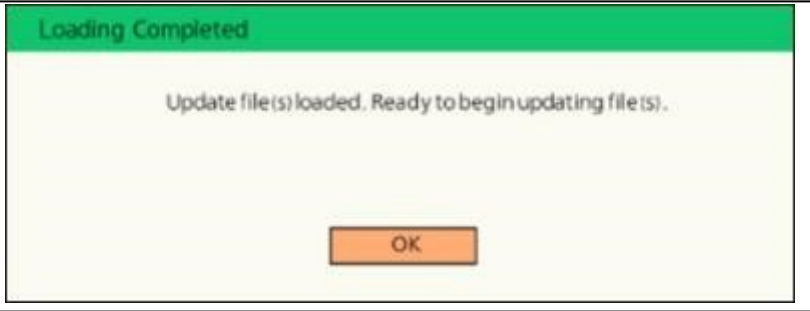
9. Select "OK" on the screen and wait until the update (loading) is completed.
NOTE: DO NOT switch ignition OFF until the update (loading) is completed.



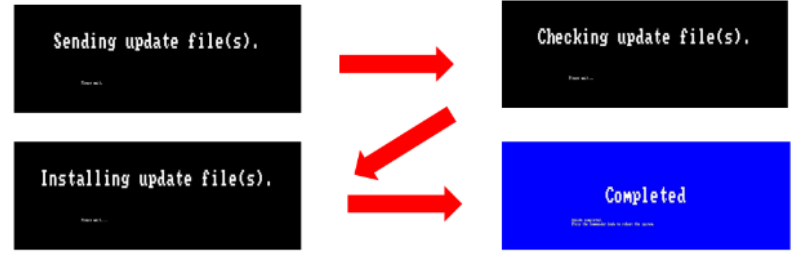
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10. Select "OK" on the screen.
NOTE:

- The data update will start automatically after 10 seconds if "OK" is not selected.
- After selecting "OK", the system will reboot and the display will turn black, followed by a "Verifying update file(s)" screen.



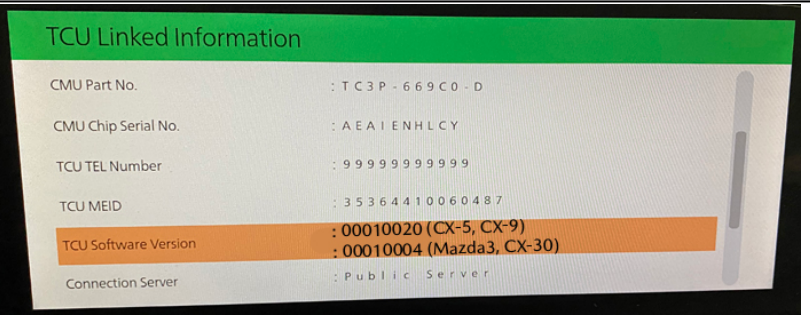
11. Wait until update is completed.
NOTE: The system will reboot several times during the update process.



12. Press the commander knob to reboot the system.
 13. After rebooting is completed, remove the USB memory stick from the USB port.
 14. Move to Factory/Service Inspection screen (same as step 4).
 15. Select Service Information.

16. Select TCU Linked Information, then scroll down to TCU Software Version.
 17. Confirm that the TCU software version has been updated.

- CX-5 and CX-9 - 10020
- Mazda3 and CX-30 - 10004



18. Push Return multiple times to return to the top page of Factory/Service Inspection screen, then select End Diag Mode to return to the normal infotainment screen.
 19. Check for DTCs with the Mazda Modular Diagnostic System (M-MDS) using Mazda Diagnostic And Repair Software (MDARS). If any DTCs are present, clear them.
 20. Switch the ignition OFF.

21. Verify repair.	Customer is enrolled into connected vehicle services. (CX-5 and CX-9 only)	At vehicle pickup, use the customer's phone and the MyMazda App to confirm connected vehicle remote functions operate normally. <ul style="list-style-type: none"> • Engine Start / Stop • Door Lock / Unlock • Lights ON / OFF
	Customer is not enrolled into connected vehicle	Confirm connected vehicle reception strength icon shows good strength.

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services.



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WARRANTY INFORMATION

Warranty Type	A
Symptom Code	64
Damage Code	9W
Part Number Main Cause	5555-21-005A
Quantity	0
Operation Number / Labor Hours:	YY823XRX / 0.4 Hrs

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