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 : 08/05/2021

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 expierience the following symptoms:

CX5
CX-9
	• Connected Vehicle Remote Functions inoperative after SSPC6 repair.
	• Connected Vehicle Remote Functions inoperative on vehicles:
	  ◦ 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	• Connected Vehicle Remote Functions inoperative on vehicles built July 1, 2021 and later. • No Connected Vehicle OTP (One Time Pass Code)

NOTE:

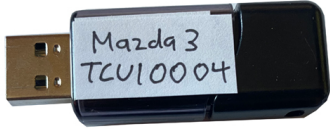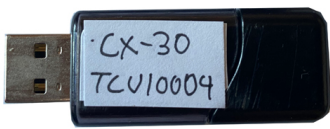| Connected Vehicle Remote function(s) inoperative. • Engine Start / Stop • Door Lock / Unlock • Lights ON / OFF	The MyMazda App will show remote function error

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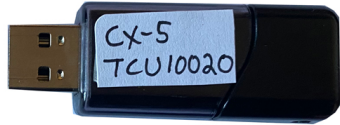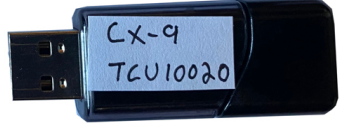|		Error Please check the input and try again. (400C04) OK
Connected Vehicle reception strength icon	CX-5 CX-9	
	Mazda3 CX-30	
CX-5 and CX-9 - If enrolled, CV Viewer shows normal customer enrollment information.		

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.

	CX-5 and CX-9	Mazda3 and CX-30
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.		
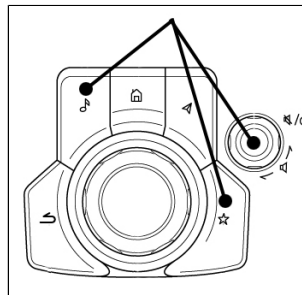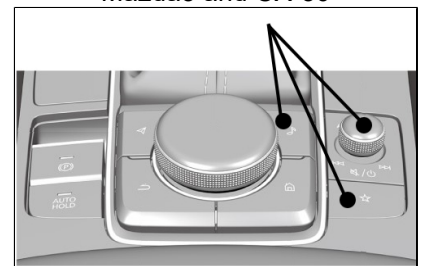
5. Select "Device Program Update".	Factory / Service Inspection Diagnostic Test Functional Inspection / Adjustment Service Information Device Program Update End Diag Mode

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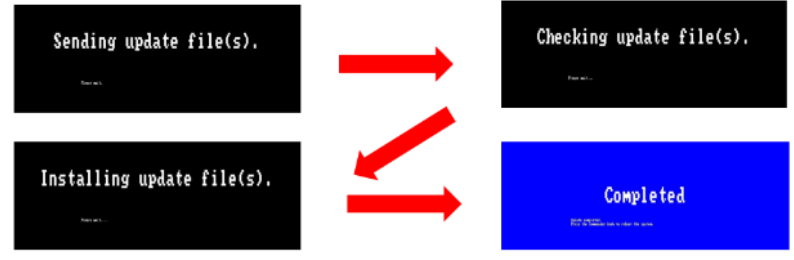| 6. Select "System Update".	**Device Update** **System Update** Owner's Manual Update DECK Update Status Confirmation
7. Select "USB" and the system will start checking for the update file.	**Select Update Source** Choose the source location of the update files. **USB** Over the Air Upd
8. Confirm the correct software version is shown under "Update Version" and select "TELEMATICS UNIT".	**Update File(s) Selection** Package Name — Current Version — Update Version **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.	**Update Confirmation** Update **TELEMATICS UNIT?** CANCEL — OK

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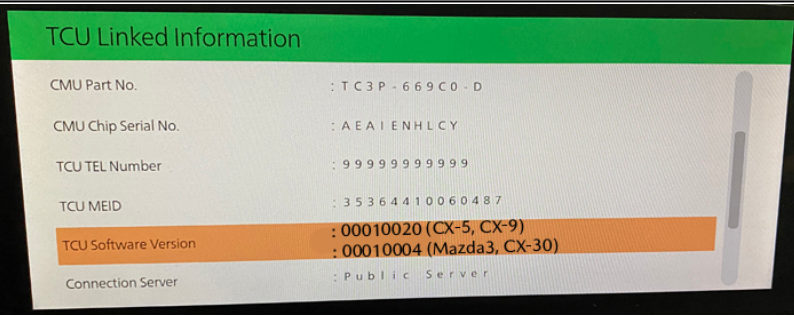| 10. Select "OK" on the screen.
NOTE:
 	
    • The data update will start automatically after 10 seconds if "OK" is not selected.
    • After selecting "OK", the system will reboot and the display will turn black, followed by a "Verifying update file(s)" screen.
	Loading Completed
	Update file(s) loaded. Ready to begin updating file(s).
	OK
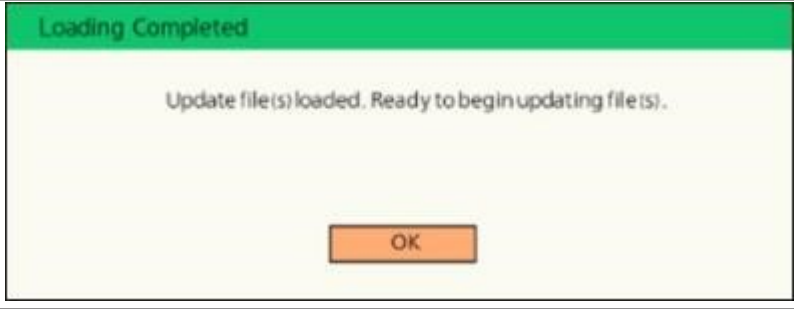
11. Wait until update is completed. **NOTE:** The system will reboot several times during the update process.	Sending update file(s). → Checking update file(s). ↙ Installing update file(s). → Completed
12. Press the commander knob to reboot the system. 13. After rebooting is completed, remove the USB 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
	TCU Linked Information
	CMU Part No. : T C 3 P - 6 6 9 C 0 - D
	CMU Chip Serial No. : A E A I E N H L C Y
	TCU TEL Number : 9 9 9 9 9 9 9 9 9 9 9
	TCU MEID : 3 5 3 6 4 4 1 0 0 6 0 4 8 7
	TCU Software Version : 00010020 (CX-5, CX-9)
	    : 00010004 (Mazda3, CX-30)
	Connection Server : P u b l i c S e r v e r

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. Switch the ignition OFF and wait 30 seconds. 20. Switch the ignition ON. 21. 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. 22. Switch the ignition OFF.	

23. 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.
		
		    • Engine Start / Stop
		    • Door Lock / Unlock
		    • Lights ON / OFF

	Customer is **not enrolled**	Confirm connected vehicle reception strength icon shows good

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	into connected vehicle services.	strength. FM HD Radio 1 2 3 12:02 pm Dwnld Radio.com Now! 93.1 JACK FM 93.1 JACK FM - Playing What We Want JACK FM

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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