

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  MDARS VS IDS SERVICE INFORMATION	<b>Service Alert No.:</b> SA-025/21
	<b>Last Issued :</b> 12/22/2021

## 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-025/21	04/01/21
SA-064/20	11/12/20, 09/22/20 and 09/04/20

## APPLICABLE MODEL(S)/VINS

2021 CX-5  
2021 CX-9

## DESCRIPTION

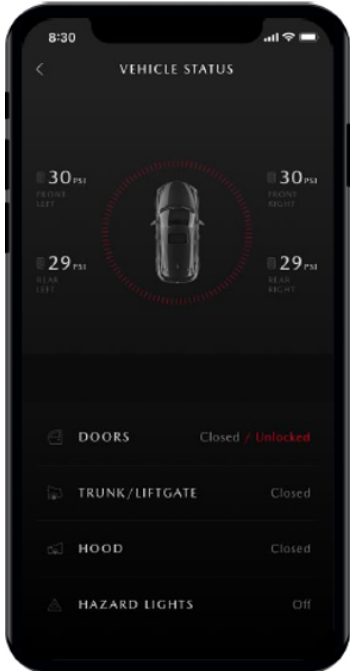
The 2021 CX-5 and CX-9 will be the first 6.5 generation vehicles to be equipped with Connected Vehicle Services and some functions will be limited at launch. This service information provides a timeline of the system limitations.

### Gen 6.5 vs Gen 7

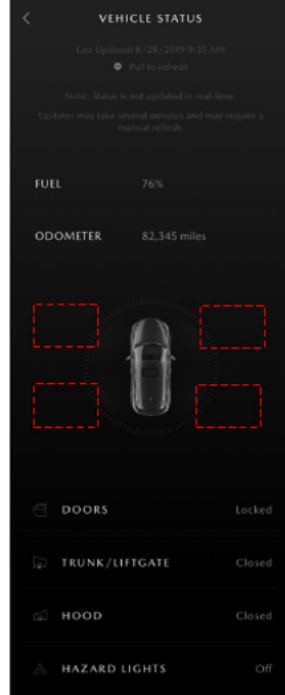
Gen 6.5 (2021 CX-5 and CX-9) Connected Vehicle functions will be similar to Gen 7 (2020 > CX-30 and Mazda3). The main difference is that Gen 6.5 vehicles will not include Tire Pressure Monitoring System (TPMS) information (tire pressure).

App Screen Gen 7	App Screen Gen 6.5
Vehicle Status	Vehicle Status

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TPMS information is displayed



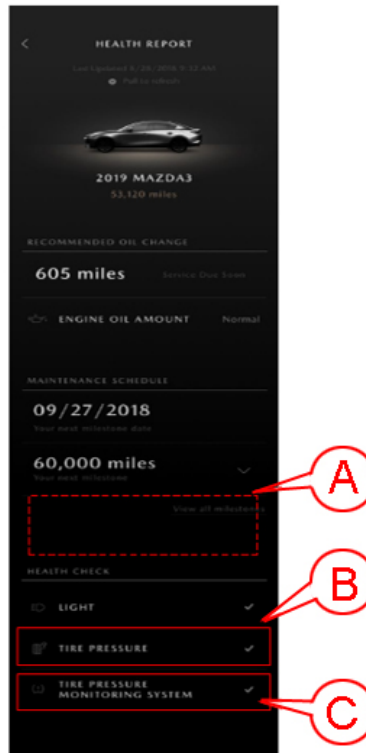
TPMS information is not displayed

### Health Report



TPMS information is displayed

### Health Report



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Vehicle image is not shown (A)  
User interface change: Tire Pressure Status (B)  
New item: TPMS status (C)

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## Timeline

Time Line		Note	Tools	
August 27, 2020	CX-9 Sales Start, West Coast	Connected Vehicle Service inactive Android Auto inactive In-Car Wi-Fi inactive	IDS active* MDARS inactive	
			MDRT	VCM Programming Activate Remote Control by Smart Phone
September 04, 2020	CX-9 <a href="#">DRW32</a>	Android Auto active	USB Flash Drive	
September 11, 2020	CX-9 Sales Start, East Coast	Connected Vehicle Service inactive In-Car Wi-Fi inactive	IDS active* MDARS inactive	
			MDRT	VCM Programming Activate Remote Control by Smart Phone
September 20, 2020	CX-5 Sales Start, West Coast	Connected Vehicle Service inactive In-Car Wi-Fi inactive	IDS active* MDARS inactive	
			MDRT	VCM Programming Activate Remote Control by Smart Phone
September 21, 2020	Connected Vehicle Service available	In-Car Wi-Fi inactive	IDS active* MDARS inactive	
			MDRT	VCM Programming Activate Remote Control by Smart Phone
September 21, 2020	MyMazda App ver.6.0.0 Release	In-Car Wi-Fi inactive	IDS active* MDARS inactive	
			MDRT	VCM Programming Activate Remote Control by Smart Phone
Late September	Connected Vehicle Push Notifications to CX-9	In-Car Wi-Fi inactive	IDS active*	
			MDARS** CMU	Log data retrieval active
				Replace CMU if CMU log data retrieval is needed before late September.
			MDARS** TCU partially active	Reprogram, replacement, activation active
Replacement before late September: Hotline authorization for TCU and SSU and MDRT Tool				
MDRT	VCM Programming Activate Remote Control by Smart Phone			
October 7, 2020	CX-5 Sales Start, East	In-Car Wi-Fi inactive	IDS active*	

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	Coast		MDARS** partially active (basic functions)
			MDRT VCM Programming Activate Remote Control by Smart Phone
October 26, 2020	In-Car Wi-Fi available	---	IDS active* MDARS** partially active (basic functions)
			MDRT VCM Programming Activate Remote Control by Smart Phone
November 04, 2020	2021 CX-5 and CX-9 TCU Activation	---	MDARS** TCU fully active
November 2020	Wi-Fi Push Notifications to CX-5 and CX-9	---	IDS active* MDARS** partially active (limited functions)
			MDARS 360 View Control Module** Reprogram, replacement, camera aiming Camera Aiming before early November: MCVP Loaner (will request exception to turn rate) and customers will be passed to CEC / Mediation to support on customers directly. Reprogram: MDRT tool available
Before December 14, 2021	M-MDS	Diagnostic Work	IDS active*  • DTC read/clear • Datalogger
	M-MDS	Repair Work	MDARS active**  • VCM/Gateway Unit (GWU) Reprogramming • GWU Replacement (Configuration) • Retrieve CMU log data • 360 View Monitor Control Static Aiming
December 14, 2021	---	---	MDARS** All functions active

\* Launch IDS from desktop

\*\* Launch MDARS from MGSS

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