

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922

**Subject:**

**TELEMATICS COMMUNICATION UNIT (TCU) ACTIVATION  
PROCEDURE**

**Service Alert No.: SA-034/22**

**Last Issued : 05/20/2022**

## 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	09/13/21, 06/02/21, 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-~~2022~~ Mazda3

2020-~~2022~~ CX-30

2021-~~2022~~ CX-5

2021-~~2022~~ CX-9

~~2022~~ MX-30

~~2023~~ CX-50

## 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](#).

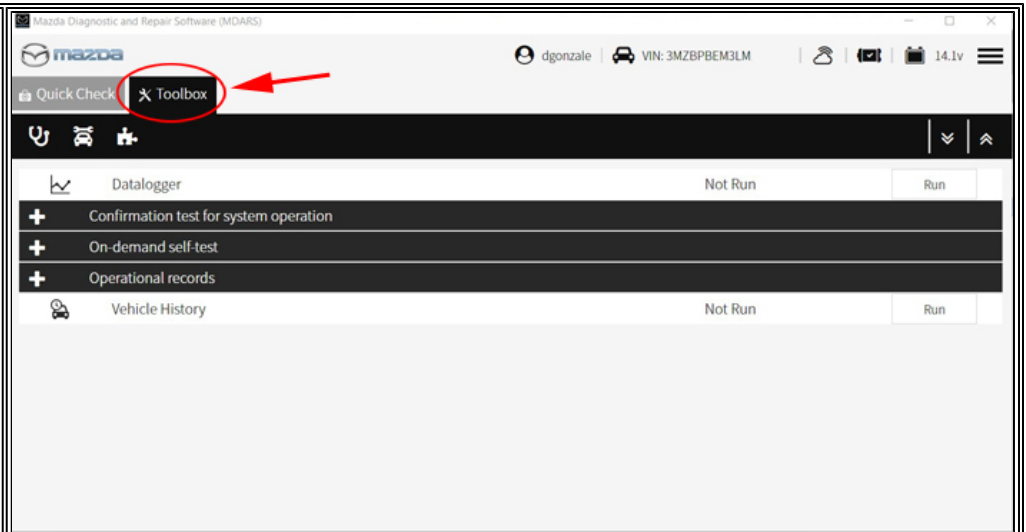
3. Confirm M-MDS hardware that is in good working condition. Go to [SA-066/20](#).

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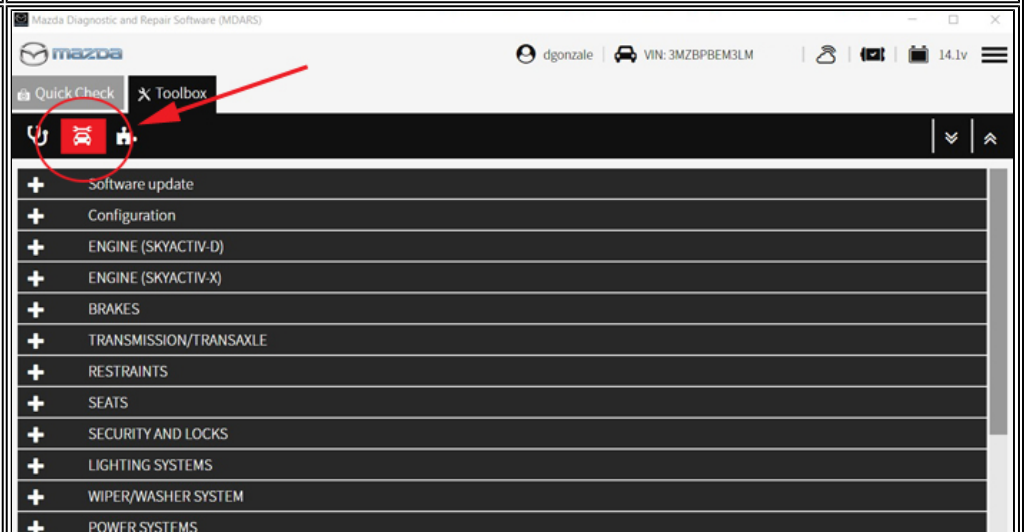
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4. Turn the ignition ON (engine ON or OFF).
5. Connect MDARS to the vehicle.

6. Select "Tool Box".

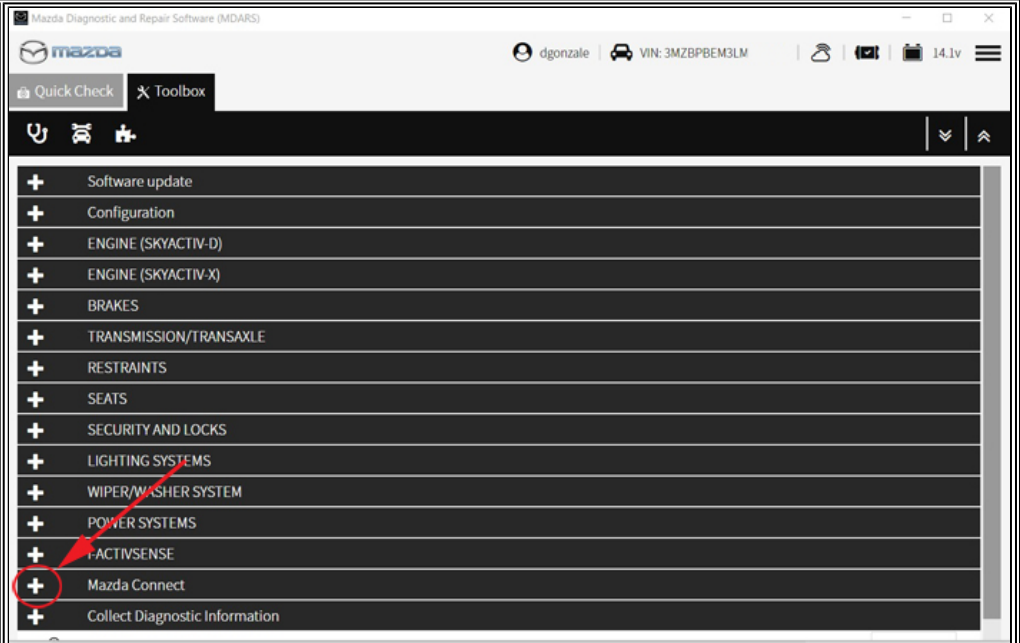


7. Select the repair icon.



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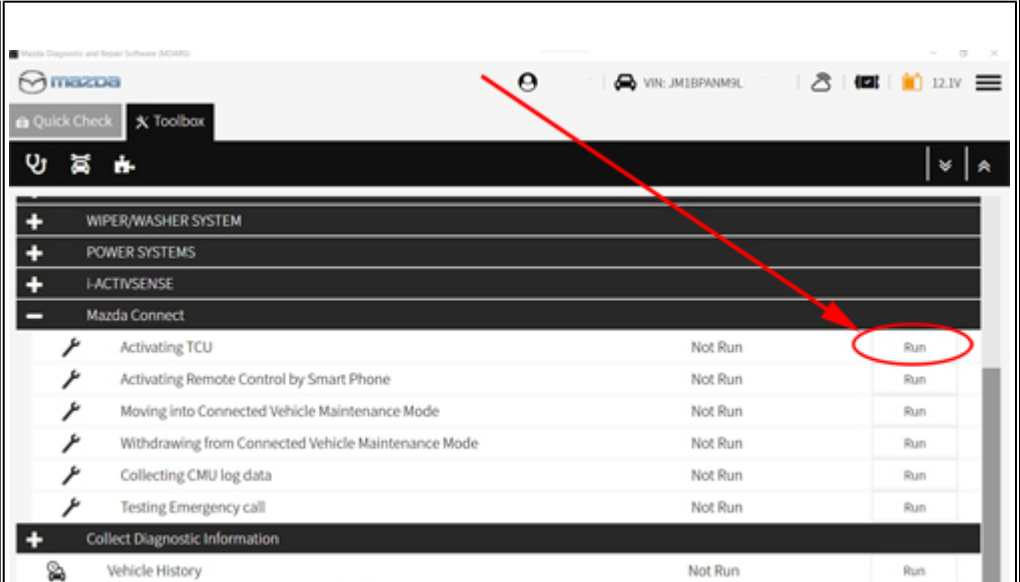
## 8. Select "Mazda Connect"



## 9. Select Activating TCU (links TCU to server) -&gt; "Run". Wait for "initialization complete" message.

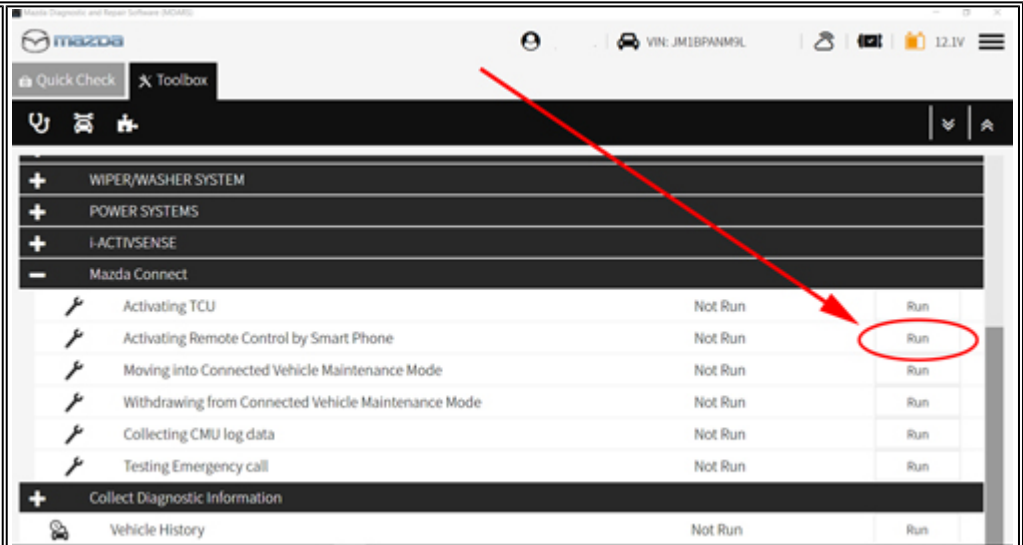
**NOTE:** MDARS may show "Incomplete". This may be caused by:

- Advanced key is not in the vehicle.
- Connected vehicle maintenance mode is enabled.
- Pacemaker radio wave interference prevention is enabled.
- key transmitter power saving function is enabled. See [SA-020/21](#).



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10. Select Activating Remote Control by Smart Phone (links TCU to BCM) -> "Run". Wait for "initialization complete" message.



11. Turn Ignition OFF and wait at least 2 minutes.  
12. Turn Ignition ON and then check reception strength.

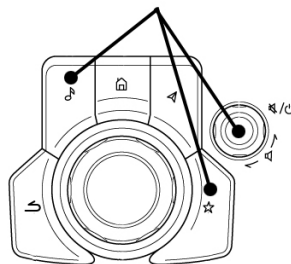


#### NOTE:

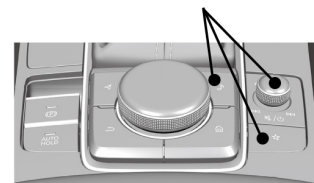
- New TCU replacement part may not have the latest software version installed. See Parts Information.
- Perform the following steps to confirm TCU software version is at:
  - 10020 or later for CX-5 and CX-9
  - 10004 or later for CX-30 and Mazda3

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

#### CX-5 and CX-9



#### CX-30 and Mazda3



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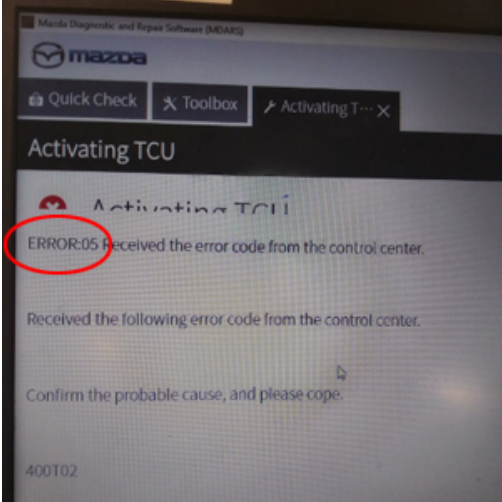
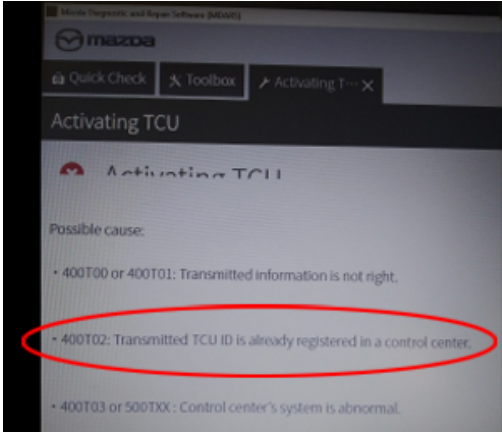
b. Select Service Information.	 <p>Factory/Service Inspection</p> <p>Diagnostic Test</p> <p>Functional Inspection/Adjustment</p> <p><b>Service Information</b></p> <p>Device Program Update</p> <p>End Diag Mode</p>
c. Select TCU Linked information.	 <p>Service Information</p> <p>Connected Device Information</p> <p>Backup Restore</p> <p>Personal Information Deletion</p> <p><b>TCU Linked Information</b></p>
<p>d. Scroll down to TCU Software Version and confirm the software version is at:</p> <ul style="list-style-type: none"> <li>• 10020 or later for CX-5 and CX-9</li> <li>• 100004 or later for CX-30 and Mazda3</li> </ul> <p><b>Is the TCU software version correct?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes:</b> Repair is complete.</li> <li>• <b>No:</b> Go to MGSS -&gt; Infotainment/TCU -&gt; <a href="#">Telematics Communication Unit (TCU) Updates</a> to update the TCU software version. <ul style="list-style-type: none"> <li>◦ See Warranty Information for software update payment.</li> </ul> </li> </ul>	 <p>TCU Linked Information</p> <p>CMU Chip Serial No. : AEAIEQAMFI</p> <p>TCU TEL Number : 5256201320</p> <p>TCU MEID : 35769109957232</p> <p><b>TCU Software Version : 00010020 (CX-5, CX-9)</b>  <b>: 00010004 (Mazda3, CX-30)</b></p> <p>Connection Server : Public Server</p> <p>Flag Information : 1111</p>

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**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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## PARTS INFORMATION

Model	Base Part Number	Description	Suffix	Action
CX-5	KJK9-67-CM0	DATA COMMUNICATION MODULE	"B" or earlier	Go to MGSS -> Infotainment/TCU -> <a href="#">Telematics Communication Unit (TCU) Updates</a> to update the TCU software version.
			"C" or later	TCU software update <u>is not</u> required
CX-9	TC3M-67-CM0	DATA COMMUNICATION MODULE	"B" or earlier	Go to MGSS -> Infotainment/TCU -> <a href="#">Telematics Communication Unit (TCU) Updates</a> to update the TCU software version.
			"C" or later	TCU software update <u>is not</u> required
Mazda3	BGMC-67-CM0	DATA COMMUNICATION MODULE	"A" or earlier	Go to MGSS -> Infotainment/TCU -> <a href="#">Telematics Communication Unit (TCU) Updates</a> to update the TCU software version.
			"C" or later	TCU software update <u>is not</u> required
CX-30	DGH9-60-CM0	DATA COMMUNICATION MODULE	"F" or earlier	Go to MGSS -> Infotainment/TCU -> <a href="#">Telematics Communication Unit (TCU) Updates</a> to update the TCU software version.
			"G" or later	TCU software update <u>is not</u> required

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**WARRANTY INFORMATION****NOTE:**

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty
- Additional diagnostic time cannot be claimed for this repair.
- MASH Authorization is required.

	TCU Replacement & TCU Reprogramming	Note
Warranty Type	A	---
Symptom Code	99	
Damage Code	99	
Part Number Main Cause	**** -67-CM0 *	
Quantity	1	
Operation Number / Hours (For Replacement)	T0524XRX Mazda3 / 0.4 Hrs. '20 CX-30 / 0.5 Hrs. '21 CX-30 / 0.6 Hrs. CX-5 / 0.6 Hrs. CX-9 / 0.7 hrs.	
Operation Number / Hours (For Reprogramming)	T0524XRT / 0.4 Hrs. (Max)	ODR must be sent manually after the software has been updated per <a href="#">SSPC7</a> instructions.

**NOTE:** All claims will pend for adjuster review.

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