

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  MYMAZDA APP CANNOT COMMUNICATE WITH THE VEHICLE PROPERLY	<b>Bulletin No.:</b> 09-030/22
	<b>Last Issued :</b> 08/17/2022

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS:

2021-2022 Mazda3 (with connected services) with VINS produced before JM1BP\*\*\*\*\*518352 (produced before April 30, 2022)

2022 MX-30 (with connected services) with VINS produced before JM1DR\*\*B\*\*\*101051 (produced before May 24, 2022)

2021-2022 CX-30 (with connected services) with VINS produced after 3MVDM\*\*\*\*\*300001 (produced after July 1, 2021)

2021-2022 CX-5 (with connected services) with VINS produced before JM3KF\*\*\*\*\*606950 (produced before April 29, 2022)

2021-2022 CX-9 (with connected services) with VINS produced before JM3TC\*\*\*\*\*618811 (produced before April 29, 2022)

## DESCRIPTION

Some vehicles may experience the MyMazda App not communicating to the vehicle properly which may result in the condition monitor information is not refreshed or remote door lock/unlock not functioning. This is caused by a failure in communication between the telematics communication unit and the MyMazda App. To correct this issue, the control software of the telematics communication unit has been modified.

Customers having this concern should have their vehicle repaired using the following repair procedure.

## REPAIR PROCEDURE

1. Verify customer concern.

**NOTE:** Connect a battery charger to the vehicle's battery.

**NOTE:** Prior to the update procedure, verify the customer is using the MyMazda App. If so, explain the following.

- DO 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.

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2. Download the latest software for the vehicle to the USB memory stick via Telematics Communication Unit (TCU) Updates. All the telematics communication unit (TCU) software files may be stored in a USB memory stick.

**NOTE:** When downloading the software file to the USB memory stick, the Telematics Communication Unit (TCU) Updates page introduces precautions for the reprogramming with a USB memory stick.

**[US/Canada]**

Model	File Name	Software Version
MAZDA3 (BP)	TCU_7000T11-0501_8006.kwi	10006
CX-30 (DM)	TCU_7000T11-0601_8006.kwi	10006
MX-30 (DR)	TCU_7000T11-0001_8013.kwi	10019
CX-5 (KF)	TCU_7000T11-0301_8017.kwi	10023
CX-9 (TC)	TCU_7000T11-0201_8017.kwi	10023

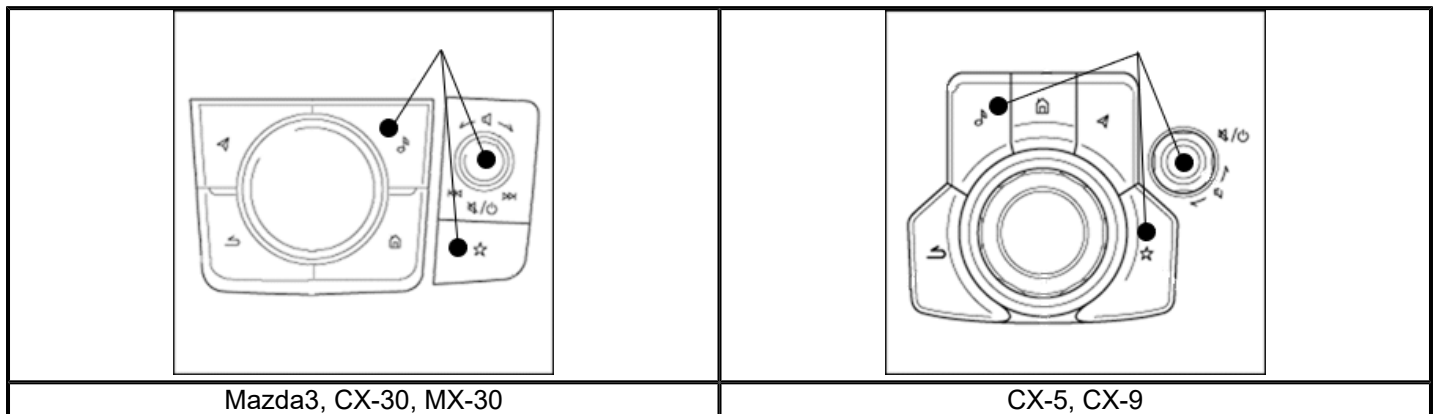
3. [All models except MX-30] Turn the ignition switch to ACC with the push button start.  
 [MX-30] While depressing the brake pedal, push the power switch to turn the power ON (READY ON).

**CAUTION:** DO NOT remove the USB memory stick or turn the ignition switch to OFF during the reprogramming to avoid damaging the telematics communication unit.

**NOTE:** DO NOT activate the Communications Restricted mode while reprogramming. This is to avoid potential concern on the telematics communication unit that may occur if the Communications Restricted mode is deactivated under unintended situations.

4. Insert the USB memory stick prepared in step 2 to a USB port located in the rear console.

5. 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.



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6. Select "Device Program Update" on the screen below.



7. Select "System Update" on the screen below



8. Select "USB" on the screen below to start checking for the update file.



**NOTE:** If "Update file(s) not found" message appears, an incorrect file may be stored in the USB memory stick or the vehicle has already been updated.

9. Confirm the correct software version is shown under "Update Version" and select "TELEMATICS UNIT" on the screen below.



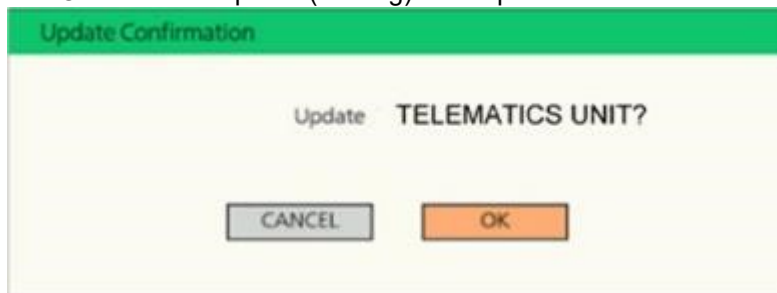
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**[US/Canada]**

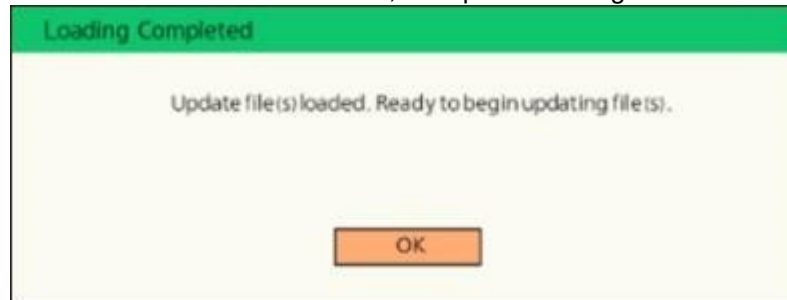
Model	Update Version
MAZDA3 (BP)	10006
CX-30 (DM)	10006
MX-30 (DR)	10019
CX-5 (KF)	10023
CX-9 (TC)	10023

10. Select "OK" on the screen below and wait until the update (loading) is completed.

**NOTE:** DO NOT switch ignition OFF until the update (loading) is completed.



11. Select "OK" on the screen below. Once "OK" is selected, the update will begin 10 seconds after the selection.



**NOTE:** The system will reboot and the display will turn black after selecting "OK", followed by the screens below:

- Sending update file(s)
- Checking update file(s)
- Installing update file(s)
- Completed

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12. Wait until update is completed (up to 10 minutes).

**NOTE:** [CX-5, CX-9]

- Press and release the brake pedal before getting off the vehicle.
- If the ignition is left in the ACC position, it will automatically switch off after 25 minutes. Performing these step resets the timer to ensure the vehicle does not switch off while updating.

**NOTE:** [All models]

- If warning message "Vehicle network error" appears, continue updating.
- If red warning message "Update Error" appears, lock all doors and wait for 5 minutes so that the vehicle goes into sleep mode, then turn on the ACC position.

13. When the "Completed" screen appears, press the command knob to reboot the system.

**NOTE:** If the system is left for 70 seconds or more, DTC U2142:00 (Communication error with microphone) may be stored (this DTC will be cleared in step 20).

14. Once rebooting is completed, remove the USB memory stick from the USB port.

15. Move to Factory/Service Inspection screen and select Service Information (Step 2).

16. Select TCU Linked Information, then scroll down to TCU Software Version.

17. Confirm that the software version has been updated.



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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 screen.

19. Turn the power off when the home screen appears.

20. Lock all doors and wait 5 minutes as the vehicle will enter sleep mode.

**NOTE:** If stored, DTC U2142:00 (Communication error with microphone) will be cleared.

21. Verify DTC with the Mazda Modular Diagnostic System (M-MDS), using Mazda Diagnostic And Repair Software (MDARS). Clear any DTC.

**NOTE:** If MDARS has been connected before starting the reprogramming, manually obtain the ODR data through the Diagnostic Data Collection menu to keep record of the reprogramming completion in the central server (automatically uploaded).

- 1) Select the Toolbox tab
- 2) Select the vehicle icon
- 3) Select "Collect Diagnostic Information", then click "Run".
- 4) Turn the ignition ON, then select "Next"
- 5) Confirm the message "ODR collection has been successful."

22. Confirm if the ODR collection has been done successfully.

- 1) Select "Vehicle History" in the Toolbox, then click "Run".
- 2) Select "Collect Diagnostic Information (Automatic)" and confirm the result.

23. Verify the repair.

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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 term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	61
Damage Code	9W
Part Number Main Cause	7777-SP-W07
Quantity	0
Operation Number / Labor Hours:	XXW2YXFX / 0.3 Hrs.

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