

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  CONNECTED VEHICLE SYMPTOM TROUBLESHOOTING	<b>Service Alert No.:</b> SA-017/22
	<b>Last Issued :</b> 12/13/2022

## BULLETIN NOTES

This service alert supersedes the previously issued service alert listed below. The changes are noted in Red text.

Previous TSBs:	Date(s) Issued:
SA-017/22	10/10/22, 08/25/22, 05/06/22, 04/04/22
SA-013/21	12/22/21, 10/13/21, 09/14/21, 05/11/21, 04/27/21, 03/15/21, 02/22/21, 02/08/21 and 02/02/2021
SA-031/20	12/09/20, 11/30/20, 11/06/20, 10/28/20, 06/16/20, 06/05/20, 06/01/20, 05/18/20, 04/14/2020, 04/02/20, 03/11/20 and 02/27/20

## APPLICABLE MODEL(S)/VINS:

2019-2023 Mazda3  
2020-2023 CX-30  
2021-2023 CX-5  
2021-2023 CX-9  
2022-2023 MX-30  
2023 CX-50

## DESCRIPTION

Some customers may complain about any of the following:








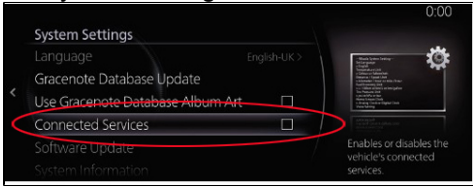

- Infotainment Center Display does not provide the Authorization Code during the MyMazda App Connected Vehicle enrollment.
- Remote function(s) inoperative.
  - Engine Start / Stop
  - Door Lock / Unlock
  - Lights ON / OFF
- MAZDA CONNECT connected vehicle reception strength icon shows "X" or "\".

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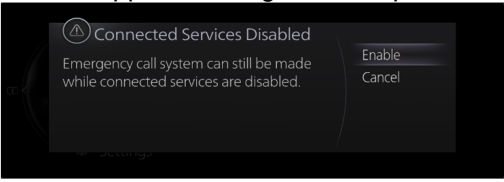
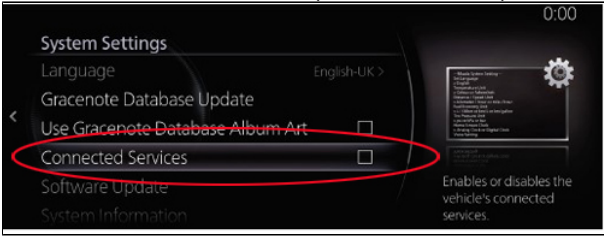
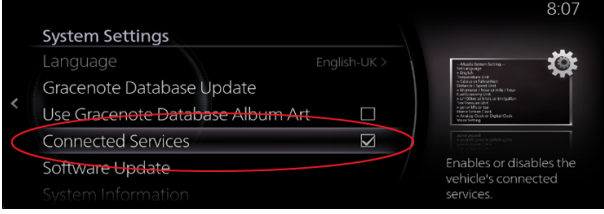
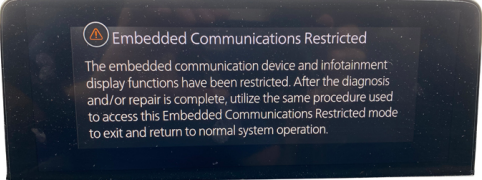
Confirm the customer's phone and vehicle have good to strong reception during the concern as shown in the table below.

- If the reception is weak, move the vehicle to a location where the reception is good to strong as shown in the table, then try to get the Authorization Code and/or operate the remote functions before proceeding to the Repair Procedure if there is still an issue.
- If the reception is good to strong, proceed to the Repair Procedure.





Indication	Explanation
Mazda3, CX-30, CX-50, MX-30 	Radio waves are not being received. Move to a location with good reception.
	Weak reception.
	Good Reception
	Strong reception.
	Currently conducting an operation check of the communication unit. If this condition continues, consult an Authorized Mazda Dealer.
	Currently conducting an operation check of the onboard communication unit. <b>NOTE:</b> Communication is not possible during this display.
CX-5, CX-50, CX-9, MX-30 Mazda3, CX-30 built July 1, 2021 and later 	The communication function is temporarily disabled due to infotainment system setting. 
Mazda3, CX-30, CX-50, MX-30 	<ul style="list-style-type: none"> <li>• Connected Service contract has ended (Subscription expired)</li> </ul>

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<p>CX-5, CX-9</p> 	<ul style="list-style-type: none"> <li>TCU has not been initialized, go to <a href="#">SA-004/21</a></li> </ul>
<p>Vehicles built before July 1, 2021</p> 	<p>Customer deactivated Connected Services (Opt-Out)</p> <ul style="list-style-type: none"> <li>eMDCS Warranty Vehicle Inquiry will show Campaign <a href="#">CSP04</a> Status Open</li> </ul>
<p>Vehicles built after July 1, 2021</p> 	
<p>CX-5, CX-50, CX-9, MX-30 Mazda3, CX-30 built July 1, 2021 and later</p> <p>Connected Services Disabled message appears at engine start up</p> 	<p>Connected Services disabled (box unchecked)</p>  <p>Enable Connected Services (box checked) to prevent message appearing at engine start up.</p>  <p><b>Note:</b> If customer Opted-Out ( <a href="#">CSP04</a> ), advise customer to keep Connected Services box checked. The vehicle will not transmit data.</p>
<p>Connected Vehicle Maintenance Mode</p> 	<p>Connected Vehicle Maintenance Mode enabled. Go to MGSS SERVICE CAUTIONS FOR VEHICLES WITH TELEMATICS COMMUNICATION SYSTEM to disable Maintenance Mode.</p>

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**Remote Engine Start Will Not Function under the following conditions**

Item	Condition
1	Vehicle battery voltage low
2	Automatic Transmission shift position except "P"
3	Vehicles equipped with manual transmission
4	Vehicle speed above 3 mi/h (5 km/h)
5	Brake pedal switch malfunction
6	Engine has been running by remote engine start function
7	Engine started by remote engine start more than 2 consecutive times while the vehicle is not driven. The vehicle must be driven 1-mile or 24-hours must pass from the last successful Remote Engine Start for the use count to reset.
8	2021 Mazda3, 2021 CX-30, CX-50, MX-30: Vehicle's electrical control area network (CAN) is in "Sleep Mode" 
9	A registered key is detected in the vehicle
10	Brake pedal switch detects brake application
11	Low fuel warning 
12	Engine starts, then turns OFF due to abnormal high engine rpm detected. (Engine rotation over 3000 rpm continued for more than 0.2[s])
13	No engine rpm detected after sending engine start request. (Engine rotation 0 rpm continued for more than 0.2[s])
14	When the CAN data signal for engine shut off is present (e.g.: door ajar signal)
15	After 10 second maximum cranking time
16	Burglar alarm status is "Alarm" and "Alarm stand by" (CAUTION - DO NOT enable, see Theft-Deterrent System section in <a href="#">SA-012/20</a> )
17	Room fuse blown/missing
18	Connected Vehicle Maintenance Mode enabled (Restricted Transmitting Mode in MDARS)

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19	Vehicle is parked (stored) for approximately 1 week or longer or in deep sleep mode. Drive the vehicle for a few miles to recover.
20	DTC Stored 
21	Aftermarket Remote Engine Start accessory installed.
22	Mazda Remote Engine Start (BCKA-V7-620) accessory installed (No MyMazda app remote engine start function). <b>Mazda Remote Engine Start (RES) Removal</b> a. Remove the Mazda Remote Engine Start (RES) accessory module. b. Deactivate and activate Advanced Key(s). Refer to MGSS <a href="#">IMMOBILIZER SYSTEM-RELATED PARTS PROGRAMMING [(US)]</a>
23	First remote control attempt fails, second attempt works fine. Go to TSB <a href="#">16-002/20</a> .
24	<a href="#">CSP04</a> Status Open

**Remote Engine Start Function Will turn engine OFF under the following conditions**

Item	Condition
1	Vehicle door(s) opened
2	Vehicle trunk opened
3	Vehicle hood opened
4	Ignition switch push button "ON" detected
5	Remote engine STOP request
6	Brake pedal switch detects brake application
7	DTC Stored
8	Engine will stop running automatically after 15 minutes for safety, security and emissions.

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## REPAIR PROCEDURE

### CAUTION:

- Before continuing, confirm that the TCU is at the latest software level. Go to [Telematics Communication Unit \(TCU\) Updates](#)
- 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.

**NOTE:** Vehicles stored for long periods may lose GPS clock synchronization. If the vehicle is stored for a long period, test drive the vehicle to give the GPS clock time to synchronize before enrolling or testing connected vehicle functions.

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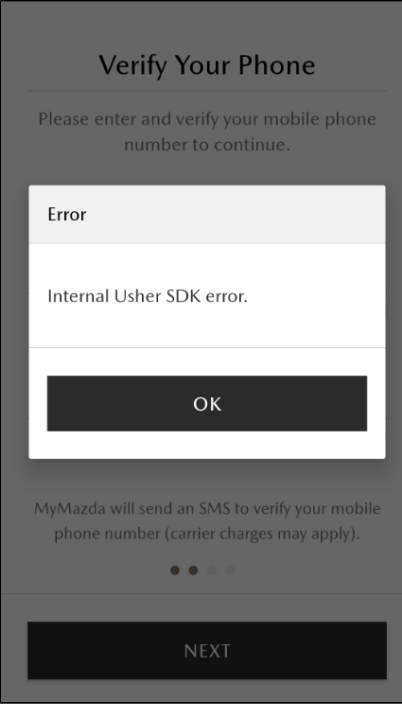
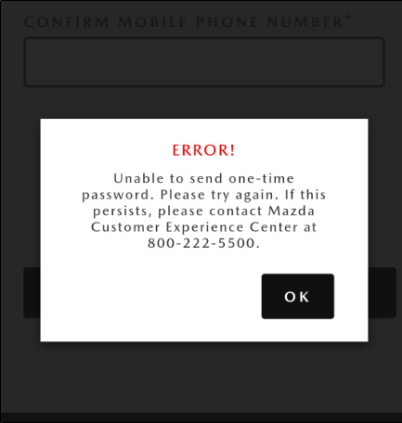

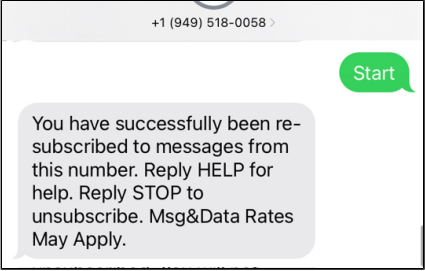
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4. [Connected vehicle reception strength icon shows "X" or "\"](#)
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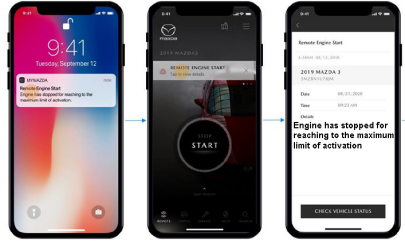
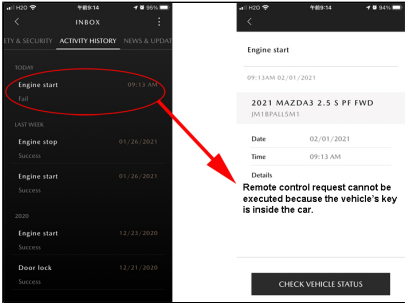
[Resources](#)

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Connected Vehicle Troubleshooting		
Symptom	Cause	Action
<p>The customer is not able to create a MyMazda account. The customer receives the following error:</p> <p><b>MyMazda App - Internal Usher SDK error.</b></p>  <p>1</p> <p><b>MyMazda Website - ERROR! Unable to send one-time password.</b></p> 	<p>Customer inadvertently texted <b>“Stop”</b> to 1-949 518-0058 (Twilio SMS for Mazda)</p> 	<ol style="list-style-type: none"> <li>Text <b>“Start”</b> to 1-949 518-0058 (Twilio SMS for Mazda)</li> <li>Retry to create a MyMazda account.</li> </ol> <p><b>NOTE: USA and Canada only</b></p> 

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<p>2</p>	<p>Remote function(s) inoperative.</p> <ul style="list-style-type: none"> <li>• Engine Start / Stop</li> <li>• Door Lock / Unlock</li> <li>• Lights ON / OFF</li> </ul>	<p>Go to the MyMazda App to view the reason for remote function failure.</p>	<p><b>Push Notification</b></p>  <p><b>OS Lock Screen</b> Tap the push notification</p> <p><b>Home</b> Tap the alert card</p> <p><b>Inbox Detail</b> Tap "check vehicle status"</p> <p><b>Activity History</b></p> <p>Go to the MyMazda App INBOX -&gt; ACTIVITY HISTORY -&gt; to view reason for remote function failure.</p> 
	<p>Troubleshooting needed</p>		<ol style="list-style-type: none"> <li>1. Use MDARS to ID the vehicle and check for DTC(s) stored. Are DTC(s) stored?             <ul style="list-style-type: none"> <li>• Yes - Go to MGSS and perform normal DTC diagnostics.</li> <li>• No - Go to next step.</li> </ul> </li> <li>2. If applicable, confirm SSPC7 or DRW41 is closed. Go to <a href="#">eMDCS Vehicle Inquiry</a>.</li> <li>3. Confirm TCU software version is at the following using <a href="#">TCU Software Version Check</a> <ul style="list-style-type: none"> <li>• Mazda3 - 10006 or later</li> <li>• CX-30 - 10006 or later</li> <li>• CX-5 - 10023 or later</li> <li>• CX-9 - 10023 or later</li> <li>• MX-30: 10019 or later</li> <li>• CX-50: N/A</li> </ul> </li> <li>4. Disconnect battery for 30 seconds and then reconnect (KAM reset). <b>NOTE:</b> Test drive vehicle after battery</li> </ol>

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		<p>disconnect to allow the GPS clock to synchronize before retrying Authorization Code.</p> <p>5. Perform one of the following:</p> <ul style="list-style-type: none"> <li>• <b>Customer:</b> Un-enroll Connected Services, then re-enroll into Connected Services as a new primary user.</li> <li>• <b>Dealer:</b> Perform customer take-over enrollment for test confirmation, then at customer pick-up, inform customer to re-enroll into Connected Services as a new primary user.</li> </ul> <p>6. Contact Hotline for additional technical support if needed.</p>
	Only a single remote request can be made per 60-second period	Customer needs to wait 60 seconds for the initial request cycle to be completed to make the second request.
	Remote Transmitter Key(s) in the vehicle	Do not leave keys in vehicle.
	<p>1. Aftermarket Remote Engine Start accessory installed.</p> <p>2. Mazda Remote Engine Start (BCKA-V7-620) accessory installed.</p> 	<p>1. Remove the aftermarket accessory.</p> <p>2. The customer can use either the Mazda Remote Engine Start accessory or the MyMazda app function. Cannot use both.</p> <p><b>Mazda Remote Engine Start (RES) Removal</b></p> <p>a. Remove the Mazda Remote Engine Start (RES) accessory module.</p> <p>b. Deactivate and activate Advanced Key(s). Refer to <a href="#">MGSS IMMOBILIZER SYSTEM-RELATED PARTS PROGRAMMING [(US)]</a>.</p>
	TCU in "deep sleep" mode due to vehicle being parked for a long period.	Advise customer to drive the vehicle as normal (at least several miles) and the Connected Services should start working again.
	Low fuel	Advise customer that Remote Engine Start may start vehicle temporarily, but vehicle will turn off automatically when the fuel level is low to conserve the remaining fuel.
	Vehicle is equipped with	Advise customer that vehicles with a manual transmission do not have the Remote Engine Start/

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		Manual Transmission	Stop function capability.
		Engine started with key transmitter instead of MyMazda App.	Advise customer they will see an error message when attempting to make a Remote Engine Off request if they initially turned on vehicle with a physical key (instead of through their MyMazda app).
3	No One Time Passcode (OTP) (Vehicle infotainment center display does not provide the Authorization Code during the MyMazda App enrollment)	Customer deactivate Connected Services (Opt-Out))	<p>Go to <a href="#">eMDCS Vehicle Inquiry</a>. Does eMDCS show <a href="#">CSP04</a> status closed?</p> <ul style="list-style-type: none"> <li>• Yes - Customer opt-out. No action needed.</li> <li>• No - CSP04 is not shown. Go to next Action below.</li> </ul>
		Troubleshooting needed	<p>1. Use MDARS to ID the vehicle and check for DTC(s) stored. Are DTC(s) stored?</p> <ul style="list-style-type: none"> <li>• Yes - Go to MGSS and perform normal DTC diagnostics.</li> <li>• No - Perform <a href="#">ODR Data Collection Procedure</a>, then go to step 2.</li> </ul> <p>2. Confirm TCU software version is at the following using <a href="#">TCU Software Version Check</a>.</p> <ul style="list-style-type: none"> <li>• Mazda3 - 10006 or later</li> <li>• CX-30 - 10006 or later</li> <li>• CX-5 - 10023 or later</li> <li>• CX-9 - 10023 or later</li> <li>• MX-30: 10019 or later</li> <li>• CX-50: N/A</li> </ul> <p>3. Retrieve MAZDA CONNECT CMU log data. Go to MGSS -&gt; Infotainment -&gt; <a href="#">MAZDA CONNECT CMU Data Retrieval</a></p> <p>4. Perform "<a href="#">Activating Remote Control by Smart Phone</a>" (links TCU to BCM)</p> <p>5. Clear DTC(s). <b>NOTE:</b> If DTC 2050:55 is stored, go to <a href="#">SA-003/20</a> to clear DTC.</p> <p>6. Perform KAM reset. <b>NOTE:</b> Test drive vehicle after a KAM reset to allow the GPS clock to synchronize before retrying Authorization Code.</p> <p>7. Contact Hotline for additional technical support if needed.</p>
4	MAZDA CONNECT connected vehicle reception strength icon shows "X" or "\". Mazda3, CX-30, CX-50, MX-30	No reception	1. Go to <a href="#">eMDCS Vehicle Inquiry</a> . Does eMDCS show <a href="#">CSP04</a> status closed?

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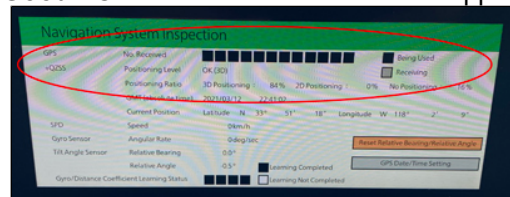


CX-5, CX-9



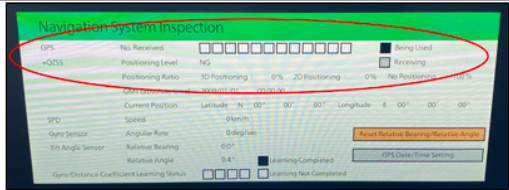
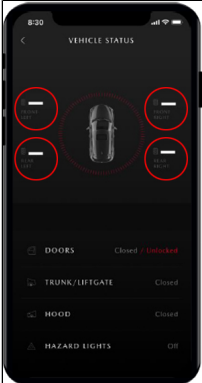
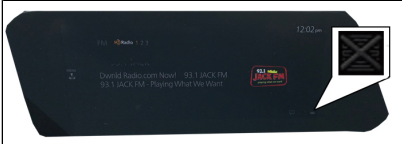
- Yes - Customer opt-out. No action needed.
  - No - CSP04 is not shown. Go to next step.
2. Check for DTCs. Are there any DTC's stored?
    - Yes: Go to MGSS for normal DTC diagnosis.
    - No: Go to next step.
  3. Confirm TCU software version is at the following using [TCU Software Version Check](#).
    - Mazda3 - 10006 or later
    - CX-30 - 10006 or later
    - CX-5 - 10023 or later
    - CX-9 - 10023 or later
    - MX-30: 10019 or later
    - CX-50: N/A
  4. Disconnect battery terminal for 30 seconds, then test drive the vehicle. Is the reception strength signal normal?
    - Yes: Repair complete.
    - No: Go to next step.
  5. Perform TCU activation. Go to [SA-004/21](#). Is the reception strength signal normal?
    - Yes: Repair complete.
    - No: Go to next step.
  6. Compare Tel antenna No. 1 signal strength with good known vehicle near by. Go to DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)]  
Functional Inspection / Adjustment -> Navigation System Inspection

**Good** - Contact Hotline for technical support

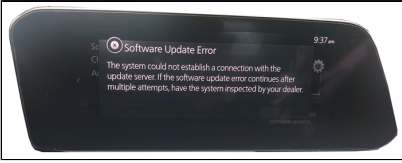
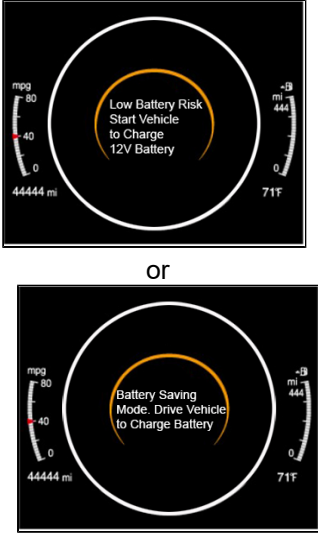


**No Good** - Swap Tel antenna No. 1 with known good vehicle

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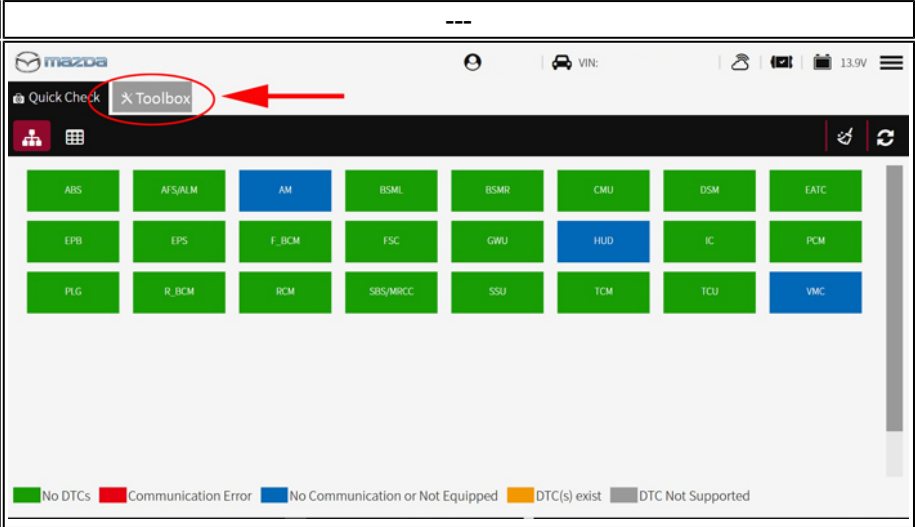
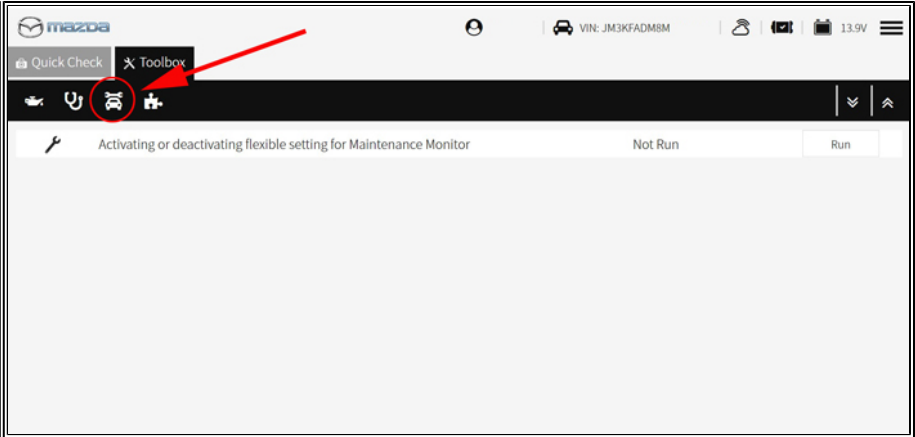
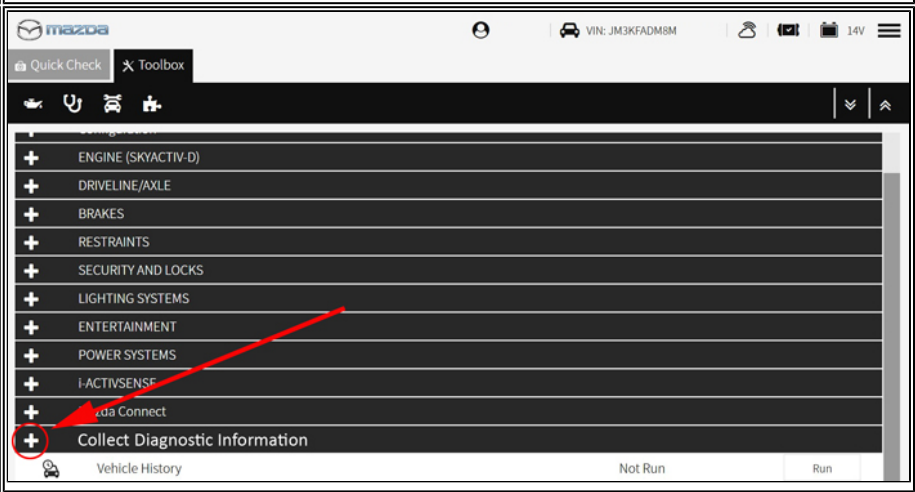
			
5	<p>Except CX-5 and CX-9</p> <p>MAZDA CONNECT and/or MyMazda App displays incorrect tire pressures after battery disconnect and/or infotainment CMU software update.</p> 	<p>Incorrect calendar entry (month/day/year) after a battery disconnect or infotainment system software update.</p>	<p>Go to <a href="#">SA-002/21</a></p>
6	<p>2019 Mazda3 only</p> <ul style="list-style-type: none"> <li>The customer is not able to activate Connected Services via the MyMazda app after CSP06 completion.</li> <li>MAZDA CONNECT connected vehicle reception strength icon is missing or shows unsubscribed after CSP06 completion.</li> </ul> 	<p>Improper telematics communication unit (TCU) software.</p>	<p>Go to <a href="#">CSP07</a> Repair instructions.</p>
7	<p>2020 Mazda3 only</p> <ul style="list-style-type: none"> <li>Infotainment center display does not provide the Authorization Code</li> <li>Infotainment center display "Software Update Error" message</li> </ul>	<p>Enrollment error</p>	<p>Go to <a href="#">SSPC1</a></p>

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8	<p>2021 Mazda3, CX-30, CX-50, and MX-30 functions inoperative</p> <ul style="list-style-type: none"> <li>• Vehicle Status Alert</li> <li>• Remote Engine Start / Stop</li> <li>• Remote Door Lock / Unlock</li> <li>• Remote Hazard Lights ON / OFF</li> <li>• Vehicle Finder (vehicle location mapping function is available)</li> </ul>	<p>Vehicle's electrical control area network (CAN) is in "Sleep Mode"</p>	 <p>or</p> <p>No dealer visit is required. Sleep Mode can be reset by starting the engine and idling or driving for 5 minutes or longer.</p> <p>Go to <a href="#">09-010/22</a>.</p>
9	<p>First remote control attempt fails, second attempt works fine.</p> <ul style="list-style-type: none"> <li>• Engine Start / Stop</li> <li>• Door Lock / Unlock</li> <li>• Lights ON / OFF</li> </ul>	<p>Improper telematics communication unit (TCU) software.</p>	<p>Go to TSB <a href="#">16-002/20</a>.</p>
10	<p>Engine turns off when customer opens vehicle door.</p>	<p>Normal Operation</p>	<p>Advise that, for customer's safety and security, vehicle is designed to shut-off automatically when the vehicle door is opened.</p>
11	<ul style="list-style-type: none"> <li>• Low Tire pressure will not clear after correcting tire pressure.</li> <li>• Vehicle status is inaccurate.</li> </ul>	<p>MyMazda App is not real time.</p>	<ul style="list-style-type: none"> <li>• Customer must go to MyMazda app's Inbox and read/open all the messages related to the low tire pressure alert, then the "Low tire pressure" alert will clear from MyMazda app's Health Report</li> <li>• Message will clear after next drive cycle.</li> </ul>

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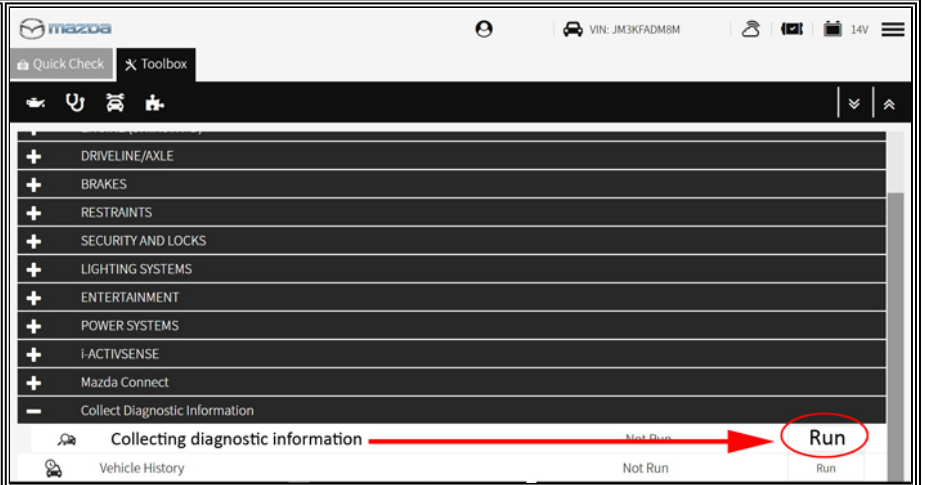
### ODR Data Collection Procedure

1. ID the vehicle using MDARS	 <p>The screenshot shows the Mazda diagnostic tool interface. At the top, there is a header with the Mazda logo and 'Quick Check' and 'Toolbox' tabs. The 'Toolbox' tab is selected and highlighted with a red circle and a red arrow pointing to it. Below the tabs is a grid of colored buttons representing different vehicle systems: ABS, AFS/ALM, AM, BSML, BSMR, CMU, DSM, EATC, EPB, EPS, F_BCM, FSC, GWU, HUD, IC, PCM, PLG, R_BCM, RCM, SBS/MRCC, SSU, TCM, TCJ, and VMC. A legend at the bottom indicates the status of each system: Green for 'No DTCs', Red for 'Communication Error', Blue for 'No Communication or Not Equipped', Yellow for 'DTC(s) exist', and Grey for 'DTC Not Supported'.</p>
2. Select "Toolbox"	 <p>The screenshot shows the Mazda diagnostic tool interface with the 'Toolbox' tab selected. A red circle and arrow highlight the 'Collect Diagnostic Information' icon in the top navigation bar. Below the navigation bar, the main display area shows 'Activating or deactivating flexible setting for Maintenance Monitor' with 'Not Run' and 'Run' buttons.</p>
3. Select Vehicle Icon	 <p>The screenshot shows the Mazda diagnostic tool interface with the 'Collect Diagnostic Information' icon selected. A red circle and arrow highlight the 'Collect Diagnostic Information' option in the expanded menu. The menu lists various vehicle systems: ENGINE (SKYACTIV-D), DRIVELINE/AXLE, BRAKES, RESTRAINTS, SECURITY AND LOCKS, LIGHTING SYSTEMS, ENTERTAINMENT, POWER SYSTEMS, i-ACTIVSENSE, and Mazda Connect. The 'Collect Diagnostic Information' option is highlighted with a red circle and arrow.</p>

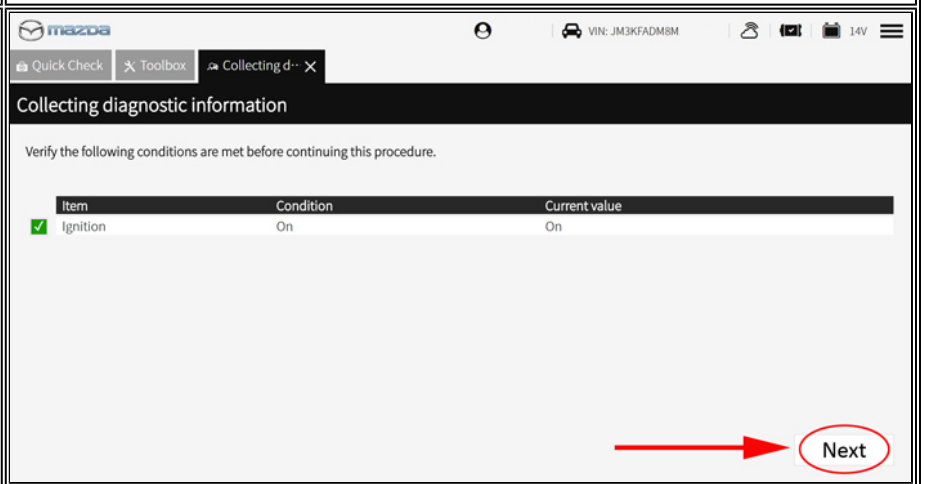
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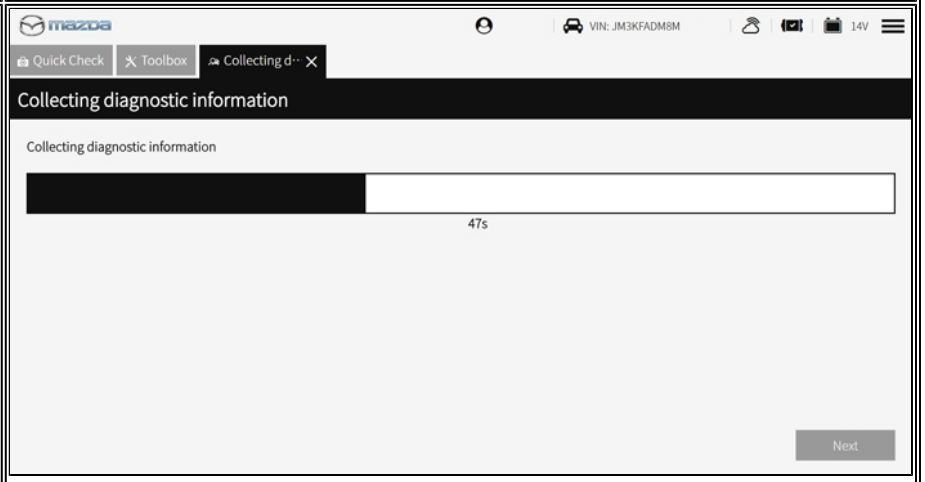
5. Select Collecting diagnostic information "Run".



6. Turn the ignition ON, then select "Next"

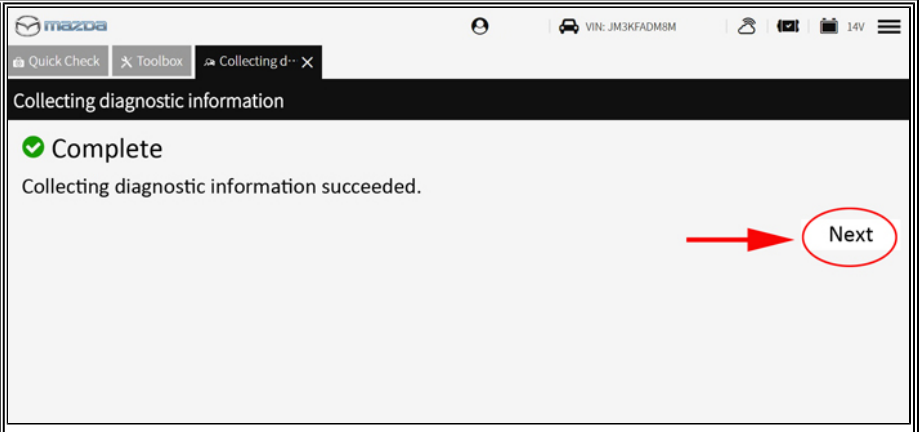


7. Wait for collection to complete.



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8. Confirm that the ODR collection has been successful. Select "Next" to exit.



**Activating Remote Control by Smart Phone (links TCU to BCM)**

**NOTE:** This procedure cannot be performed if the key transmitter power saving function is enabled. See [SA-040/20](#).

1. Connect MDARS.



2. Use MDARS to verify if the Telematics Control Unit (TCU) is at the latest software level (Toolbox > Software Update > Run > TCU).

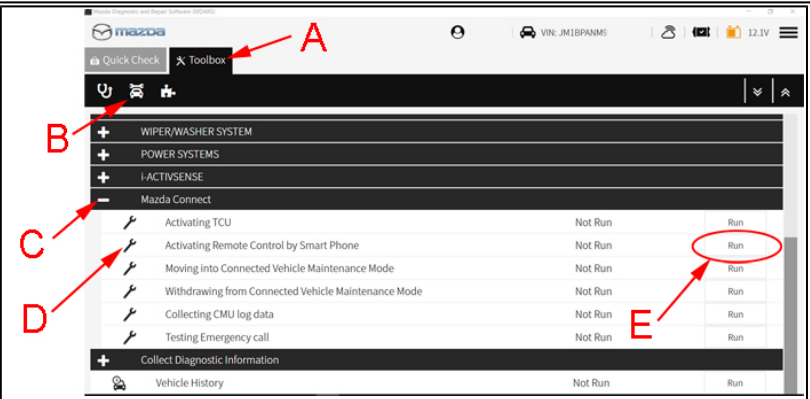
**Is the TCU at the latest software level?**

- **Yes:** Go to step 3.
- **No:** Update TCU software, then go to step 3.

3. Select the following:

- a. Toolbox
- b. Repair icon
- c. MAZDA CONNECT
- d. Activating Remote Control by Smart Phone
- e. RUN.

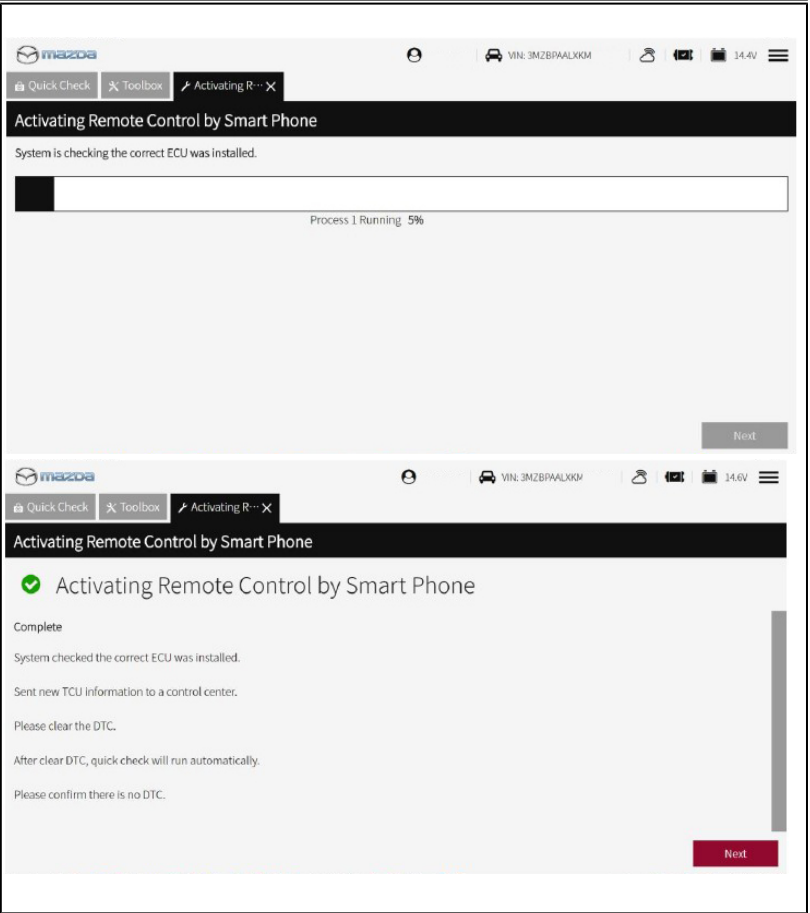
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4. Follow the on-screen instructions and wait for process to complete.

**NOTE:** If the Activating Remote Control by Smart Phone shows "Incomplete", the possible causes are:

- a. The advanced key is not in the vehicle.
- b. The connected Vehicle Maintenance Mode is enabled.
- c. The Key transmitter power saving function is enabled.
- d. The pacemaker radio wave interference prevention function is enabled.



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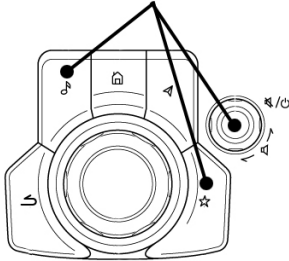
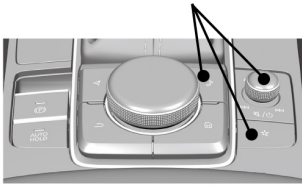
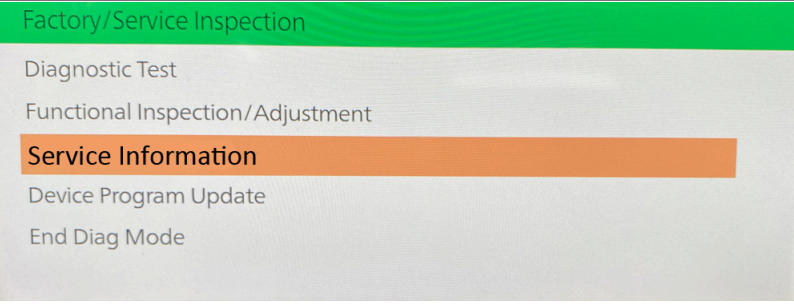
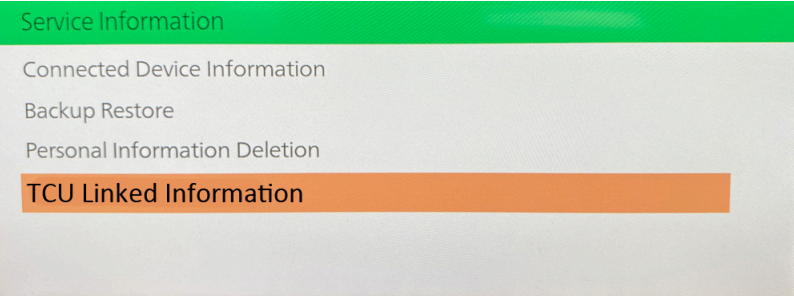
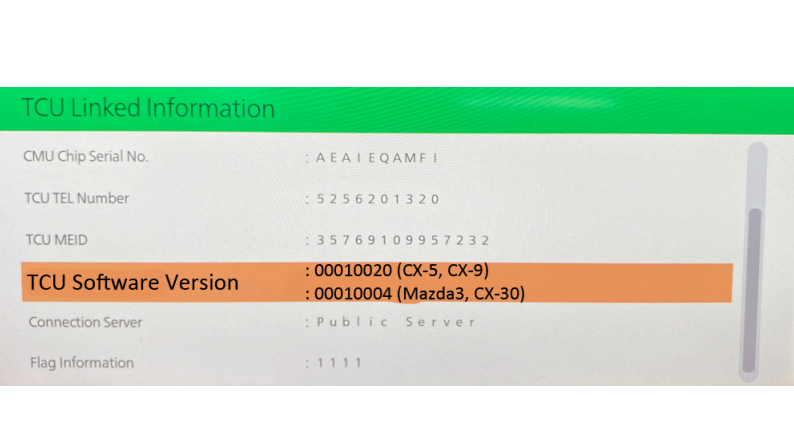
5. Select Quick Check (A), then start the engine and select the DTC Clear icon (B).

**CAUTION:** If the engine is not started, DTC P2610 is stored and cannot be erased.



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**TCU Software Version Check**

	CX-5 and CX-9	CX-30, CX-50, Mazda3 and MX-30
<p>1. 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.</p>		
<p>2. Select Service Information.</p>		
<p>3. Select TCU Linked information.</p>		
<p>4. Scroll down to TCU Software Version and confirm the software version is at:</p> <ul style="list-style-type: none"> <li>• Mazda3 - 10006 or later</li> <li>• CX-30 - 10006 or later</li> <li>• CX-5 - 10023 or later</li> <li>• CX-9 - 10023 or later</li> <li>• MX-30: 10019 or later</li> <li>• CX-50: N/A</li> </ul> <p><b>Is the TCU software version correct?</b></p> <ul style="list-style-type: none"> <li>• <b>Yes:</b> TCU Software Version Check is complete.</li> </ul>		

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- **No:** Go to [Telematics Communication Unit \(TCU\) Updates](#) to update the TCU software version.

### Educational Videos

[Overview](#)

[Using MyMazda App](#)

[In-car Wi-Fi hotspot](#)

[MyMazda remote](#)

[Notifications](#)

[Safety features](#)

### Resources

[SA-019/22 - MAZDA CONNECTED SERVICES - FREQUENTLY ASKED QUESTIONS \(FAQ\)](#)

[Connected Services Owner's Manual](#)

[MAZDA CONNECT and MAZDA CONNECTED SERVICES USER GUIDE](#)

[MAZDA CONNECTED VEHICLE VIEWER \(MCVV\) USER GUIDE](#)

[MAZDA CONNECT ESSENTIALS WBT \(30076\)](#)

[MAZDA CONNECT & CONNECTED SERVICES FOCAL POINT \(30093FOC\)](#)

[MAZDA CONNECTED SERVICES SMART CARDS](#)

[MAZDA CONNECTED SERVICES: CUSTOMER OUTREACH](#)

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