

<b>Subject:</b>  09-001/23- DTC U3000:04 STORED AFTER CONNECTED VEHICLE SERVICE CONTRACT HAS BEEN DISCONTINUED	<b>Bulletin No.:</b> 09-001/23
	<b>Last Issued :</b> 01/03/2023

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

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

## DESCRIPTION

Some vehicles may exhibit DTC U3000:04 (Telematics communication unit internal malfunction) stored after the connected service contract has been discontinued (only vehicles in which the customer opted out of CV services are affected - CSP04). This is caused by improper control software of telematics communication unit. To eliminate this concern, the control software of telematics communication unit has been modified. Customers having this concern should have their vehicle repaired using the following repair procedure.

## REPAIR PROCEDURE

1. Verify the customer concern.
2. Update the control software of the telematics communication unit (TCU).

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

- a. Before doing the update procedure, explain the following to the customer if they are using the MyMazda App.
  - During the repair, 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.
  - The malfunction information may be sent for the DTC detected during the repair.
- b. Download the latest update file from MGSS -> Infotainment/TCU - > TCU updates..
- c. Format the USB memory stick.

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d. Download the latest software for the vehicle to the USB memory stick.

**NOTE:** When downloading the software file to the USB memory stick, refer to the Information on the TCU updates page for precautions when reprogramming with a USB memory stick.

Model	File Name	Software Version
Mazda3	TCU_7000T11-0501_8007.kwi	10007
CX-30	TCU_7000T11-0601_8007.kwi	10007
MX-30	TCU_7000T11-0001_8014.kwi	10020
CX-5	TCU_7000T11-0301_8018.kwi	10024
CX-50	TCU_7000T11-0101_8004.kwi	10004
CX-9	TCU_7000T11-0201_8018.kwi	10024

e. **[All except MX-30]** Turn the ignition switch to ACC with the push button start.

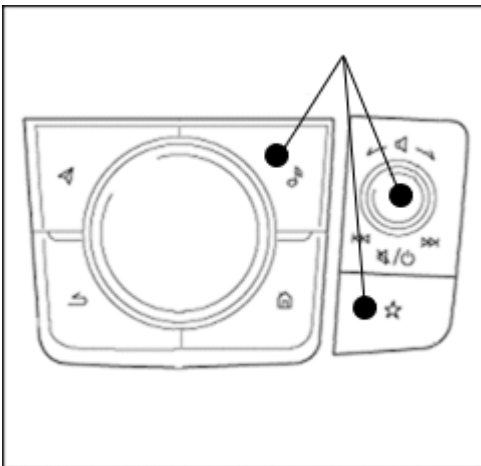
**[MX-30]** While depressing the brake pedal, push the power switch to turn the power ON (READY ON).

**CAUTION:** To avoid damaging the TCU, DO NOT remove the USB memory stick or turn the ignition switch to OFF during the reprogramming.

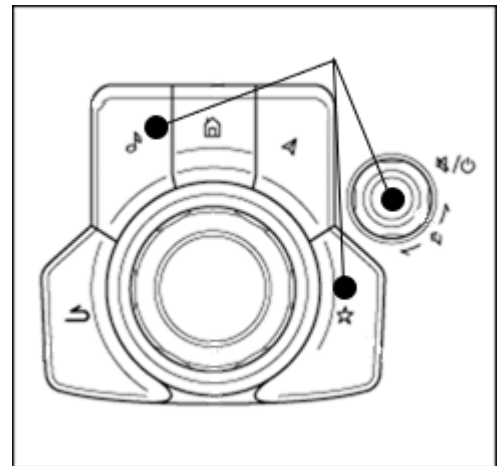
**NOTE:** DO NOT activate the Communications Restricted mode while reprogramming to avoid a potential concern on the TCU that may occur if the Communications Restricted mode is deactivated under unintended situations.

f. Insert the USB memory stick to a USB port located in the center console.

g. 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.



[Mazda3, CX-30, MX-30, CX-50]



[CX-5, CX-9]

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



i. Select "System Update" on the screen below



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



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

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

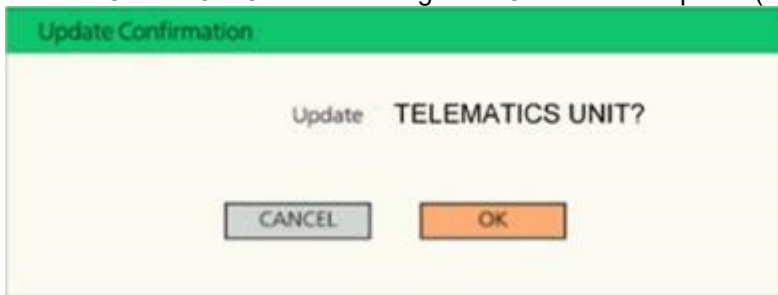


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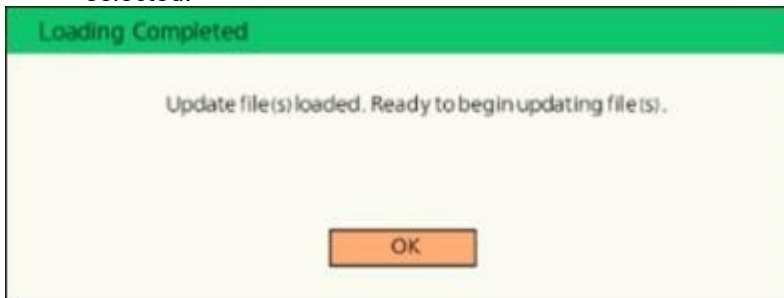
Model	Update Version
MAZDA3 (BP)	10007
CX-30 (DM)	10007
MX-30 (DR)	10020
CX-5 (KF)	10024
CX-50 (VA)	10004
CX-9 (TC)	10024

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

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



m. Select "OK" on the screen below. The data update will start automatically after 10 seconds if "OK" is not selected.



**NOTE:** After selecting "OK", the system will reboot and the display will turn black, followed by these screens:

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

n. Wait until the update is completed, which takes approximately 10 minutes.

**NOTE: [CX-5, CX-9]** Press and release the brake pedal before getting out of the vehicle. If the ignition is left in the ACC position it will automatically switch off after 25 minutes. Performing this step resets the timer to ensure the vehicle does not switch off while updating.

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**NOTE: [All models]**

- If a warning message like “Vehicle network error” appears, continue with the update.
- If a red warning message “Update Error” appears, lock all doors and wait for 5 minutes or more so that the vehicle goes into sleep mode, then turn on the ACC position.

o. When “Completed” screen appears, press the commander knob to reboot the system.

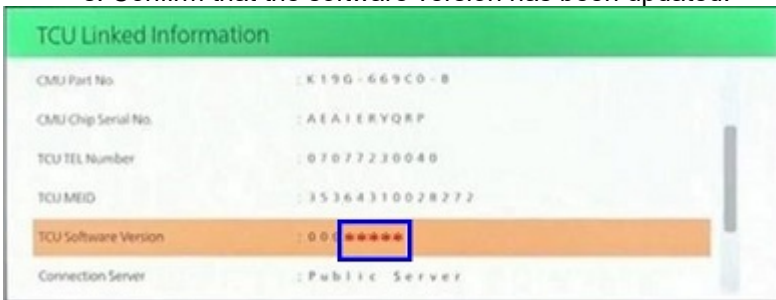
**NOTE:** If the system is left for 70 seconds or more at this screen, DTC U2142:00 (Communication error with microphone) may be stored. This DTC will be cleared in later steps.

p. After rebooting is completed, remove the USB memory stick from the USB port.

q. Move to the Factory/Service Inspection screen and select Service Information.

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

s. Confirm that the software version has been updated.



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CX-50 (VA)	10004
CX-9 (TC)	10024

t. 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.

u. When the Home screen appears, turn the power OFF.

v. Lock all the doors and wait for 5 minutes or more so that the vehicle goes into sleep mode.

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

w. Check for DTCs with the Mazda Modular Diagnostic System (M-MDS) using Mazda Diagnostic And Repair Software (MDARS) and clear them.

**NOTE:** If MDARS has been connected before starting the reprogramming, manually obtain the ODR data through the Diagnostic Data Collection menu to keep the record of the completion of the reprogramming 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”.

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- 5) Confirm the message "ODR collection has been successful."  
 x. 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.
3. Verify the repair.

## 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.
- Only vehicles in which the customer opted out of CV services are affected - CSP04.

Warranty Type	A
Symptom Code	6X
Damage Code	9W
Part Number Main Cause	7777-SP-W37
Quantity	0
Operation Number / Labor Hours:	XXW8WXFX / 0.3 Hrs.

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