

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



|  |                              |
|--|------------------------------|
| <b>Subject:</b><br>IN-VEHICLE NETWORK MALFUNCTION AND MASTER WARNING LIGHT ON. DTC U3000:04 STORED (DOES NOT APPLY TO 09-001/23) | Service Alert No.: SA-027/23 |
|  | Last Issued : 04/28/2023     |

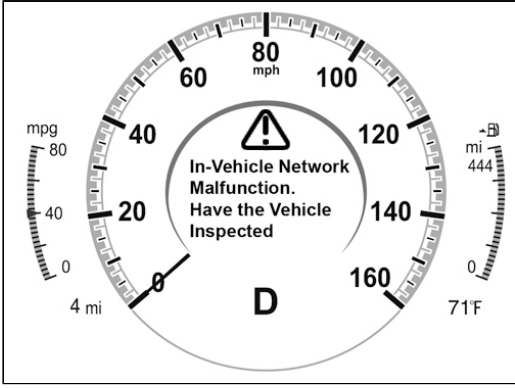


## BULLETIN NOTES

### 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 customers may experience the following:

|   |   |
|---|---|
| In-Vehicle Network Malfunction error message                                      |    |
| Master Warning light ON.  |  |
| Connected Vehicle Reception Icon shows "X"  |  |
| DTC U3000:04 (Telematics communication unit internal malfunction) stored.         |   |
| <b>NOTE:</b> The vehicle does not apply to 09-001/23 because CSP04 is not "OPEN". |   |

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**REPAIR PROCEDURE**

1. Verify customer concern.
2. Document DTC's stored on the repair order.
3. Check [eMDCS](#) for CSP04 status.

**Is CSP04 open?**

- **YES**- Go to [09-001/23](#)
- **NO** - Go to next step

4. Check status of DTC U3000:04.

**Is DTC U3000:04 stored as Status "Current"?**

- **YES** - Go to next step.
- **NO** - This service information does not apply. Continue with normal MGSS diagnosis.

5. Disconnect battery for 1 hour.

6. Connect battery.

7. Check status of DTC U3000:04.

**Did In-Vehicle Network Malfunction error message clear and DTC U3000:04 now shows Status "Past"?**

- **YES** - Go to next step
- **NO** - Contact Hotline for technical support.

8. Clear DTC.

9. Check TCU software version. Go to MGSS -> Infotainment/TCU -> [Telematics Control Unit \(TCU\) Updates](#). and update the [TCU software](#) if MGSS has a newer version available.

10. Verify the repair.

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