Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

Subject:	
CONNECTED VEHICLE SYMPTOM TROUBLESHOOTING	Service Alert No.: SA-009/23
	Last Issued : 05/24/2023

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-009/23	04/25/23, 03/28/23, 03/01/23 and 02/06/23
SA-017/22	12/13/22, 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
2024 CX-90

DESCRIPTION

Some customers may complain about any of the following:

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

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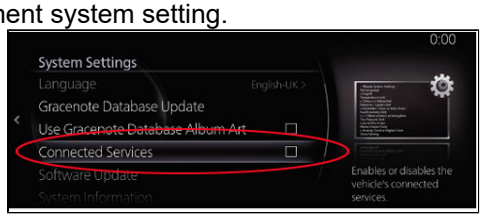
Index

- MAZDA CONNECT Indication
- Remote Engine Start Will Not Function
- Remote Engine Start Function Will turn engine OFF
- Deactivation Mode

MAZDA CONNECT Indication

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 Receptioin
	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. **NOTE:** 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. 
	• Deactivation Mode • Connected Service contract has ended (Subscription expired)

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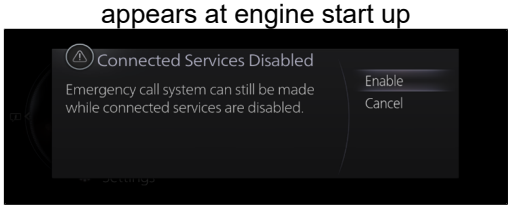
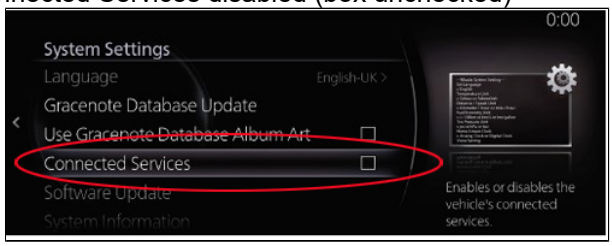
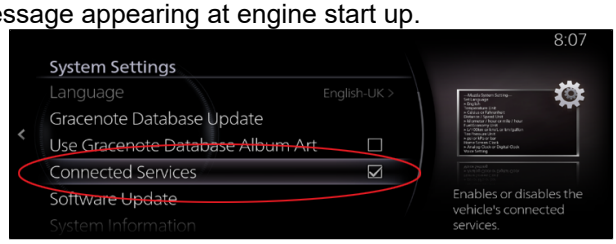
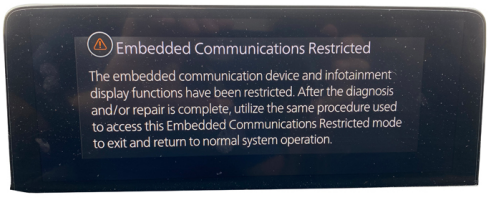
	• TCU has not been initialized, go to SA-004/21
Vehicles built before July 1, 2021 Vehicles built after July 1, 2021 	Customer deactivated Connected Services (Opt-Out) • eMDCS Warranty Vehicle Inquiry will show Campaign CSP04 Status Open
CX-5, CX-50, CX-9, MX-30 Mazda3, CX-30 built July 1, 2021 and later Connected Services Disabled message appears at engine start up  	Connected Services disabled (box unchecked)  Enable Connected Services (box checked) to prevent message appearing at engine start up.  **Note:** If customer Opted-Out (CSP04), advise customer to keep Connected Services box checked. The vehicle will not transmit data.
Connected Vehicle Maintenance Mode  	Connected Vehicle Maintenance Mode enabled. Go to MGSS SERVICE CAUTIONS FOR VEHICLES WITH TELEMATICS COMMUNICATION SYSTEM to disable Maintenance Mode. **NOTE:** Connected Vehicle Maintenance Mode is unnecessary if the customers vehicle is in Deactivation Mode .

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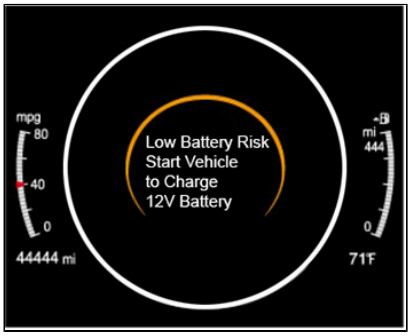
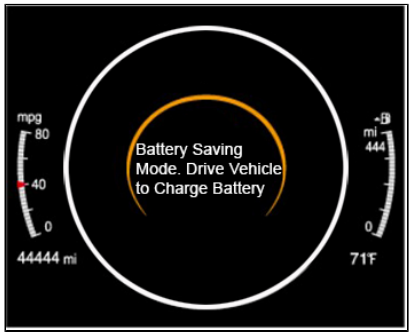
Remote Engine Start <u>Will Not</u> Function under the following conditions

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"  or 
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 SA-012/20)
17	Room fuse blown/missing
18	Connected Vehicle Maintenance Mode enabled (Restricted Transmitting Mode in MDARS)

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	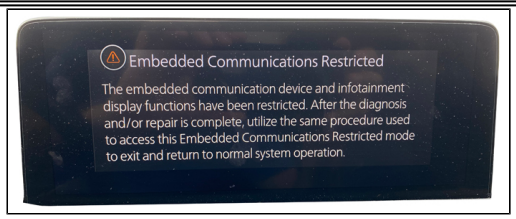
19	Vehicle is parked (stored) for approximately 1 week or longer or in deep sleep mode. Drive the vehicle for a few miles to recover.
20	DTC Stored
21	Aftermarket Remote Engine Start accessory installed.
22	Mazda Remote Engine Start (BCKA-V7-620) accessory installed (No MyMazda app remote engine start function). **Mazda Remote Engine Start (RES) Removal** a. Remove the Mazda Remote Engine Start (RES) accessory module. b. Deactivate and activate Advanced Key(s). Refer to MGSS IMMOBILIZER SYSTEM-RELATED PARTS PROGRAMMING [(US)]
23	First remote control attempt fails, second attempt works fine. Go to TSB 16-002/20.
24	CSP04 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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Deactivation Mode
Some new owners may chose not to enroll into Connected Vehicle (CV) Services. If this happens, the Telematics Communication Unit (TCU) will switch to Deactivation Mode.

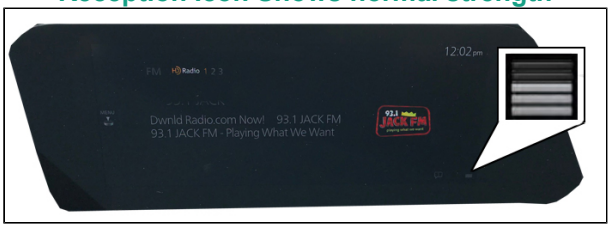
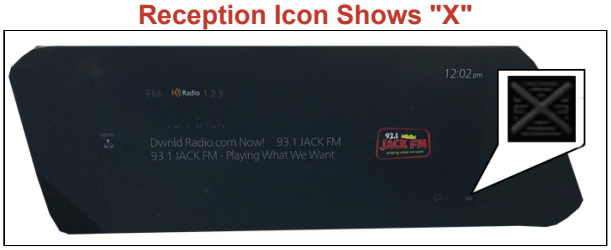
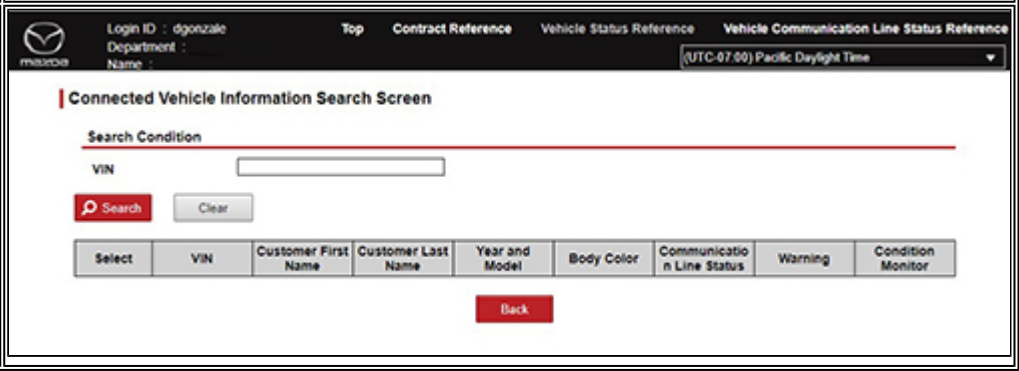
Any of the following conditions will initiate Deactivation Mode:

- Customer does not enroll into CV services within 5 days from Retail Date (RDR/Warranty Start Date).
- Customer unsubscribed from CV services.
- CSP04 (Opt-Out)
- Free trial period has expired.
- Customer unsubscribed from CV services prior to February 26, 2023 (Mazda IT batch deactivation).

NOTE:

- Customer/Dealer can activate CV services anytime via MyMazda app (there just might be a slight delay in making the backend connection since it was temporarily deactivated).
- When TCU is in Deactivation Mode, infotainment Over-the-Air (OTA) Connectivity Master Unit (CMU) software update is not possible (disabled).
- Prior to Retail Date, the TCU is active.

Deactivation Mode Status Check:

<table>
<tr><td rowspan="2">Infotainment Center Display</td><td>TCU Active</td><td>Reception Icon Shows normal strength
  </td></tr>
<tr><td>TCU in Deactivation Mode
One Time Passcode (OTP) is processing</td><td>Reception Icon Shows "X"
  </td></tr>
<tr><td>Mazda Connected Vehicle Viewer (MCVV)</td><td>1. Go to Mazda Connected Vehicle Viewer (MCVV)</td><td> 
</td></tr>
</table>

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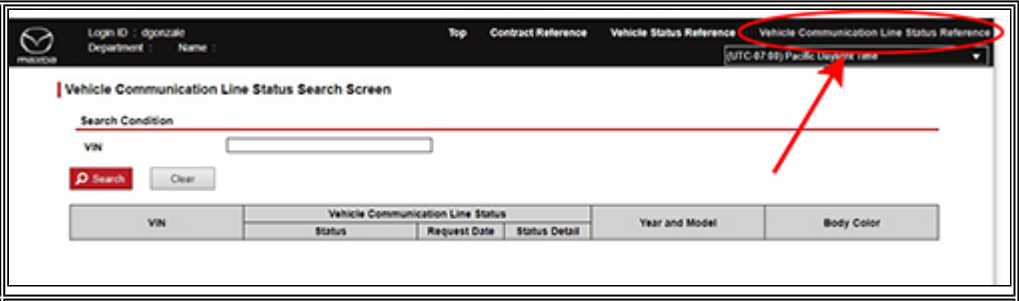
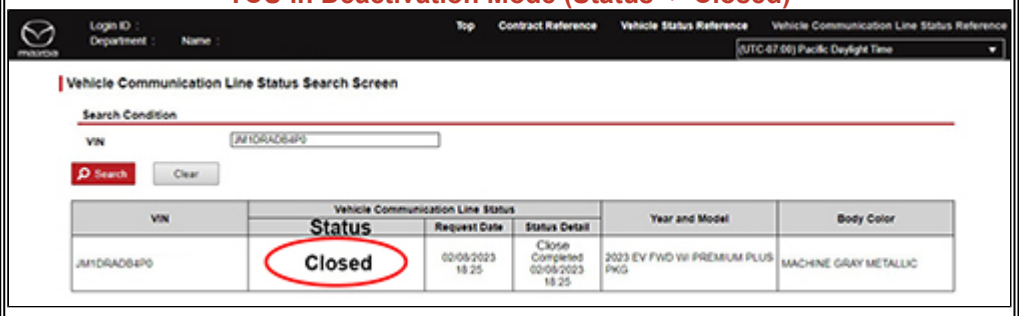
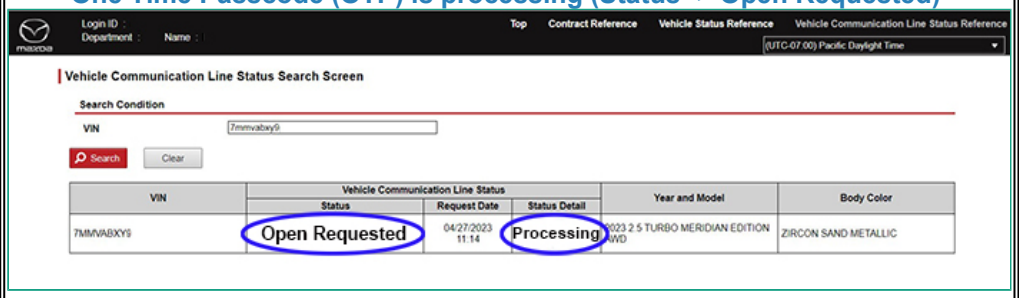
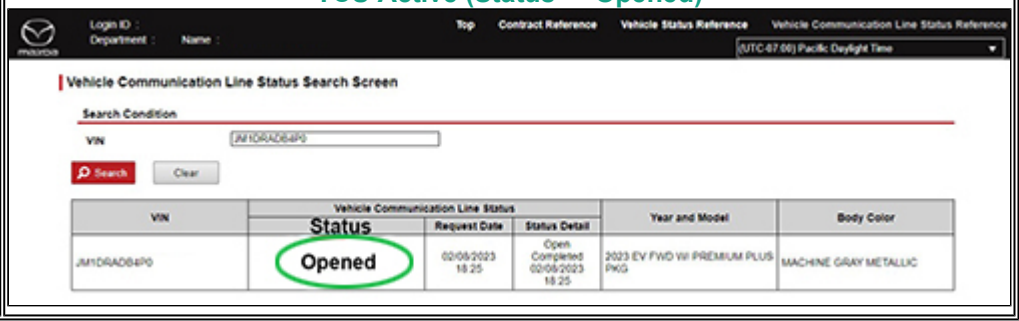
	2. Select "Vehicle Communication Line Status Reference" 3. Enter VIN and then select "Search"	
	4. See Status	**TCU in Deactivation Mode (Status -> Closed)**  **One Time Passcode (OTP) is processing (Status -> Open Requested)**  **TCU Active (Status -> Opened)** 

REPAIR PROCEDURE

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.

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PREPARATION:
1. Confirm that the TCU is at the latest software level. Go to Telematics Communication Unit (TCU) Updates
2. Go to eMDCS Vehicle Inquiry and confirm the following campains are not shown or closed:

- CSP06
- CSP07
- SSPC7
- DRW41

3. Go to eMDCS Vehicle Inquiry and confirm CSP04 is not shown.
4. Confirm the customer's phone and vehicle have good to strong reception during the concern as shown in the table below.

- If the reception icon shows "X", the vehicle is possibly is in Deactivation Mode.

  - Customer/Dealer can activate CV services anytime via MyMazda app (there just might be a slight delay in making the backend connection since it was temporarily deactivated).

- 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 Connected Vehicle Troubleshooting below.

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

Index
1. Unable to create a MyMazda account
2. Remote function(s) inoperative
3. No One Time Pass Code (OTP)
4. Connected vehicle reception strength icon shows "X" or "\"
5. MyMazda App displays incorrect tire pressures (Except CX-5 and CX-9)
6. Unable to activate Connected Services (2019 Mazda3)
7. Software Update Error (2020 Mazda3)

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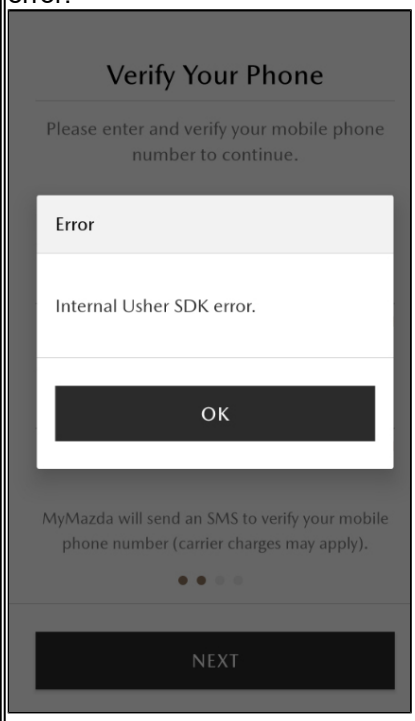
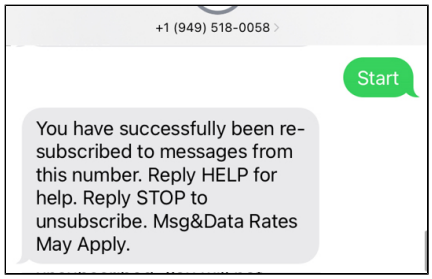
8. Functions inoperative (2021-> CX-30, CX-50, Mazda3 and MX-30)
9. First remote control attempt fails, second attempt works fine
10. Engine turns off when opening door
11. Low Tire pressure will not clear after correcting tire pressue
12. MyMazda App does not display tire air pressures (CX-5, CX-9)

Educational Videos

Resources

Connected Vehicle Troubleshooting			
	Symptom	**Cause**	**Action**
1	The customer is not able to create a MyMazda account. The customer receives the following error: **MyMazda App** - Internal Usher SDK error.  **MyMazda Website** - ERROR! Unable to send one-time password.	Customer inadvertently texted **"Stop"** to 1-949 518-0058 (Twilio SMS for Mazda)	1. Text **"Start"** to 1-949 518-0058 (Twilio SMS for Mazda) 2. Retry to create a MyMazda account. **NOTE:** USA and Canada only 

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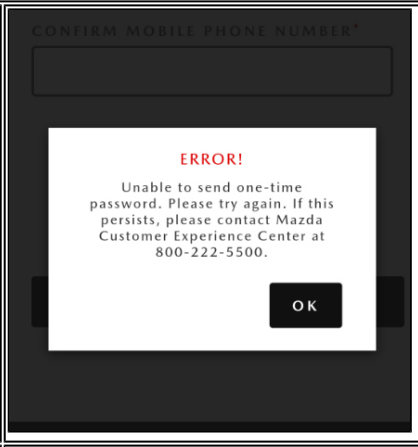
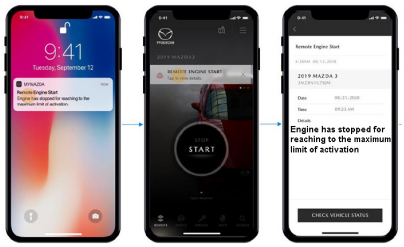
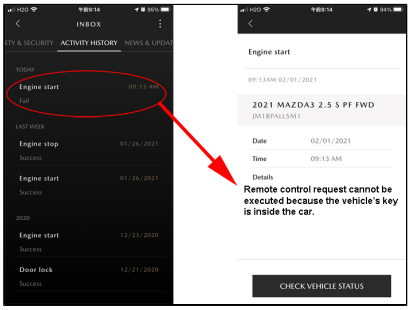
<table>
<tr><td></td><td> 
</td><td></td><td></td></tr>
<tr><td>2</td><td>Remote function(s) inoperative.

• Engine Start / Stop
• Door Lock / Unlock
• Lights ON / OFF</td><td>Go to the MyMazda App to view the reason for remote function failure.</td><td>Push Notification</td><td> 

<table>
<tr><td>OS Lock Screen
Tap the push notification</td><td>Home
Tap the alert card</td><td>Inbox Detail
Tap "check vehicle status"</td></tr>
</table></td></tr>
<tr><td></td><td></td><td></td><td>Activity History</td><td>Go to the MyMazda App INBOX -> ACTIVITY HISTORY -> to view reason for remote function failure.
 
</td></tr>
<tr><td></td><td></td><td>Campain Status</td><td colspan="2">Go to eMDCS Vehicle Inquiry and confirm the following campains are not shown or closed:

• CSP06
• CSP07
• SSPC7</td></tr>
</table>

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			• DRW41
		Troubleshooting needed	1. Use MDARS to ID the vehicle and check for DTC's stored. Are DTC(s) stored? • Yes - Go to MGSS and perform normal DTC diagnostics. • No - Go to next step. 2. 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: 10003 or later 3. Disconnect battery for 30 seconds and then reconnect (KAM reset). **NOTE:** Test drive vehicle after battery disconnect to allow the GPS clock to sychronize before retrying Authorization Code. 4. Perform one of the following: • **Customer:** Un-enroll Connected Services, then re-enroll into Connected Services as a new primary user. • **Dealer:** 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. 5. Contact Hotline for additional technical support if needed.
		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.
		1. Aftermarket Remote Engine	1. Remove the aftermarket accessory. 2. The customer can use either the Mazda Remote

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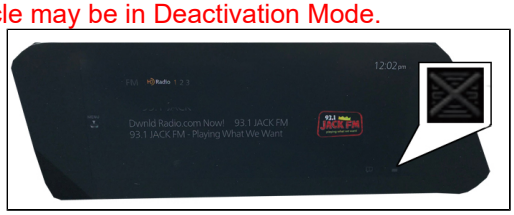
		Start accessory installed. 2. Mazda Remote Engine Start (BCKA-V7-620) accessory installed.	Engine Start accessory or the MyMazda app function. Cannot use both. **Mazda Remote Engine Start (RES) Removal** a. Remove the Mazda Remote Engine Start (RES) accessory module. b. Deactivate and activate Advanced Key(s). Refer to MGSS IMMOBILIZER SYSTEM-RELATED PARTS PROGRAMMING [(US)].
		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 Manual Transmission	Advise customer that vehicles with a manual transmission do not have the Remote Engine Start/ 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)	Deactivation Mode	1. Check the reception level strength on the mobile device and vehicle. If weak, move to a location with good strength and retry. 2. If the vehicle reception strength icon shows "X", the vehicle may be in Deactivation Mode.  • Wait 30 minutes to an hour until the reception icon shows normal reception.

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			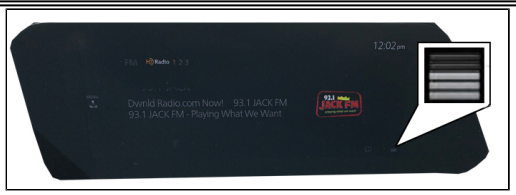 • Repeat the enrollment process.
		Campain Status	Go to eMDCS Vehicle Inquiry and confirm the following campains are not shown or closed: • CSP06 • CSP07 • SSPC7 • DRW41
		Customer deactivate Connected Services (Opt-Out))	Go to eMDCS Vehicle Inquiry. Does eMDCS show CSP04 status closed? • Yes - Customer opt-out. No action needed. • No - CSP04 is not shown. Go to next Action below.
		Troubleshooting needed	1. Use MDARS to ID the vehicle and check for DTC's stored. Are DTC(s) stored? • Yes - Go to MGSS and perform normal DTC diagnostics. • No - Perform ODR Data Collection Procedure, then go to step 2. 2. 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: 10003 or later 3. 2019 Mazda3 Only - Confirm CMU software version is at 11012 or later. 4. Retrieve MAZDA CONNECT CMU log data. Go to MGSS -> Infotainment -> MAZDA CONNECT CMU Data Retrieval 5. Perform "Activating Remote Control by Smart Phone" (links TCU to BCM) 6. Clear DTC(s).

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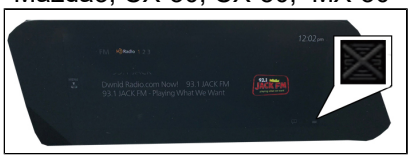
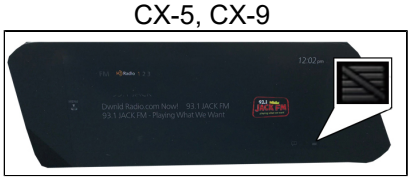
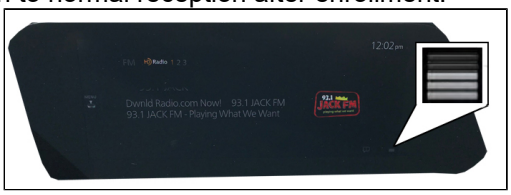
			NOTE: If DTC 2050:55 is stored, go to SA-003/20 to clear DTC. 7. Perform KAM reset. **NOTE:** Test drive vehicle after a KAM reset to allow the GPS clock to sychronize before retrying Authorization Code. 8. Contact Hotline for additional technical support if needed.
4	MAZDA CONNECT connected vehicle reception strength icon shows "X" or "\". Mazda3, CX-30, CX-50, MX-30  CX-5, CX-9 	Deactivation Mode	Customer/Dealer can activate CV services anytime via MyMazda app (there just might be a slight delay in making the backend connection since it was temporarily deactivated). The reception icon will switch to normal reception after enrollment. 
		Campain Status	Go to eMDCS Vehicle Inquiry and confirm the following campains are not shown or closed: • CSP06 • CSP07 • SSPC7 • DRW41
		Customer deactivate Connected Services (Opt-Out))	Go to eMDCS Vehicle Inquiry. Does eMDCS show CSP04 status closed? • Yes - Customer opt-out. No action needed. • No - CSP04 is not shown. Go to next Action below.
		No reception	1. Check for DTCs. Are there any DTC's stored? • Yes: Go to MGSS for normal DTC diagnosis. • No: Go to next step. 2. 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: 10003 or later

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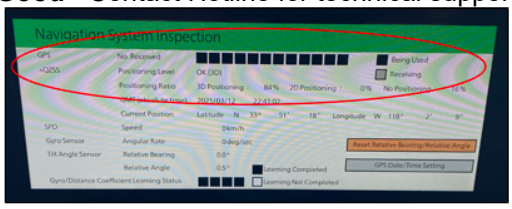
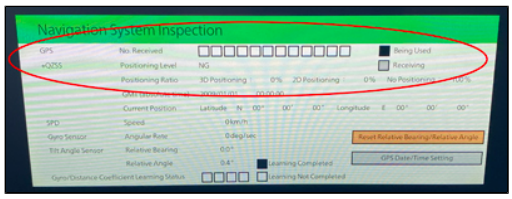
			3. 2019 Mazda3 Only - Confirm CMU software version is at 11012 or later. 4. Disconnect battery terminal for 30 seconds, then test drive the vehicle. Is the reception strength signal normal? • Yes: Repair complete. • No: Go to next step. 5. Perform TCU activation. Go to SA-004/21. Is the reception strength 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 
5	Except CX-5 and CX-9 MAZDA CONNECT and/or MyMazda App displays incorrect tire pressures after battery disconnect and/or infotainment CMU software update.	Incorrect calendar entry (month/day/ year) after a battery disconnect or infotainment system software update.	Go to SA-002/21

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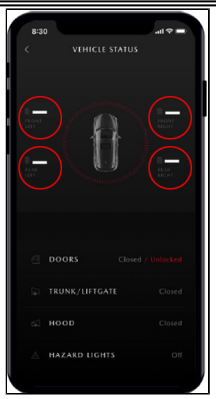
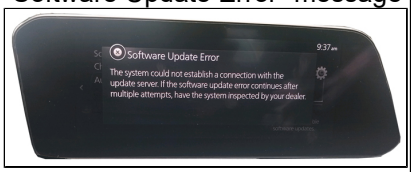
			
6	2019 Mazda3 only • The customer is not able to activate Connected Services via the MyMazda app after CSP06 completion. • MAZDA CONNECT connected vehicle reception strength icon is missing or shows unsubscribed after CSP06 completion. 	Improper telematics communication unit (TCU) software.	Go to CSP07 Repair instructions.
7	2020 Mazda3 only • Infotainment center display does not provide the Authorization Code • Infotainment center display “Software Update Error” message 	Enrollment error	Go to SSPC1

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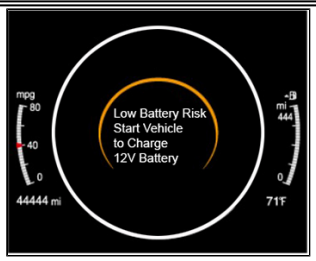
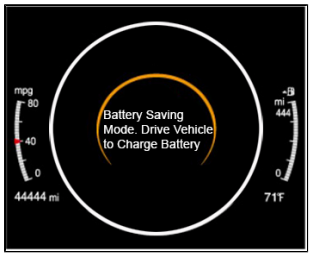
8	2021 Mazda3, CX-30, CX-50, and MX-30 functions inoperative • Vehicle Status Alert • Remote Engine Start / Stop • Remote Door Lock / Unlock • Remote Hazard Lights ON / OFF • Vehicle Finder (vehicle location mapping function is available)	Vehicle's electrical control area network (CAN) is in "Sleep Mode"	 or  No dealer visit is required. Sleep Mode can be reset by starting the engine and idling or driving for 5 minutes or longer. Go to 09-010/22.
9	First remote control attempt fails, second attempt works fine. • Engine Start / Stop • Door Lock / Unlock • Lights ON / OFF	Improper telematics communication unit (TCU) software.	Go to TSB 16-002/20.
10	Engine turns off when customer opens vehicle door.	Normal Operation	Advise that, for customer's safety and security, vehicle is designed to shut-off automatically when the vehicle door is opened.
11	• Low Tire pressure will not clear after correcting tire pressue. • Vehicle status is inaccurate.	MyMazda App is not real time.	• 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 • Message will clear after next drive cycle.
12	CX-5, CX-9 The MyMazda App does not display tire air pressures	CX-5 and CX-9 Normal Operation	No action Needed

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	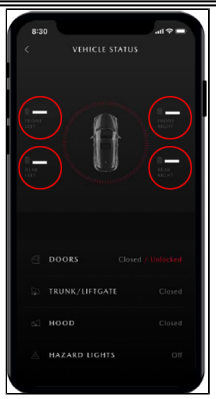		

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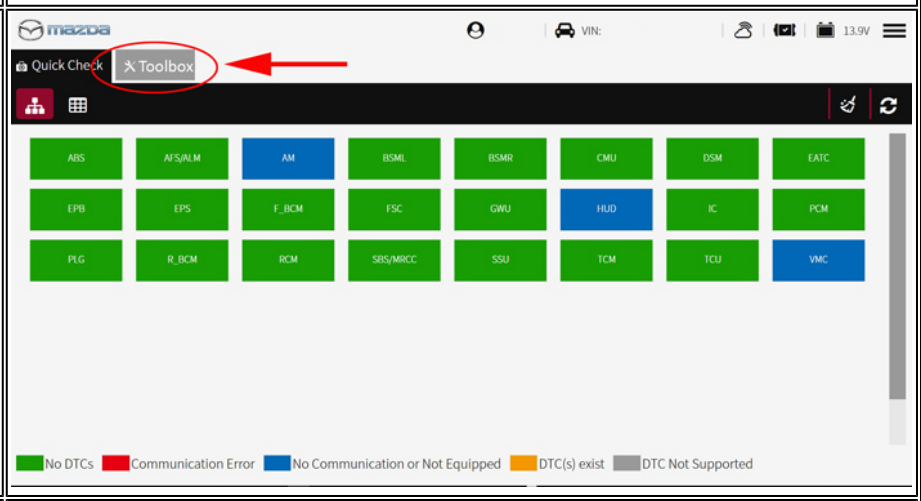
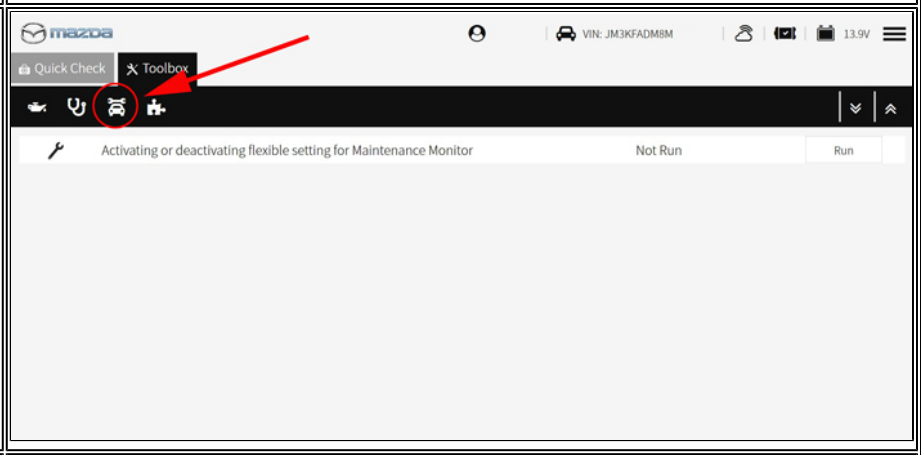
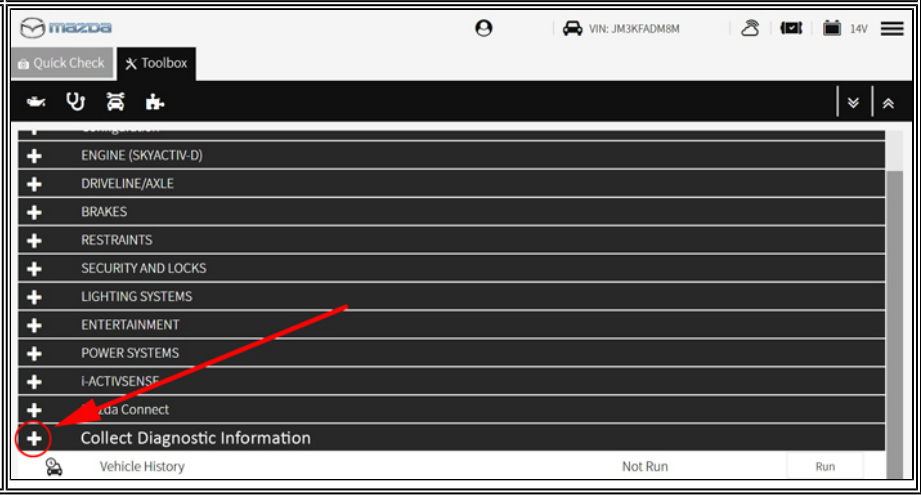
ODR Data Collection Procedure

1. ID the vehicle using MDARS	---
2. Select "Toolbox"	
3. Select Vehicle Icon	
4. Expand "Collect Diagnostic Information"	

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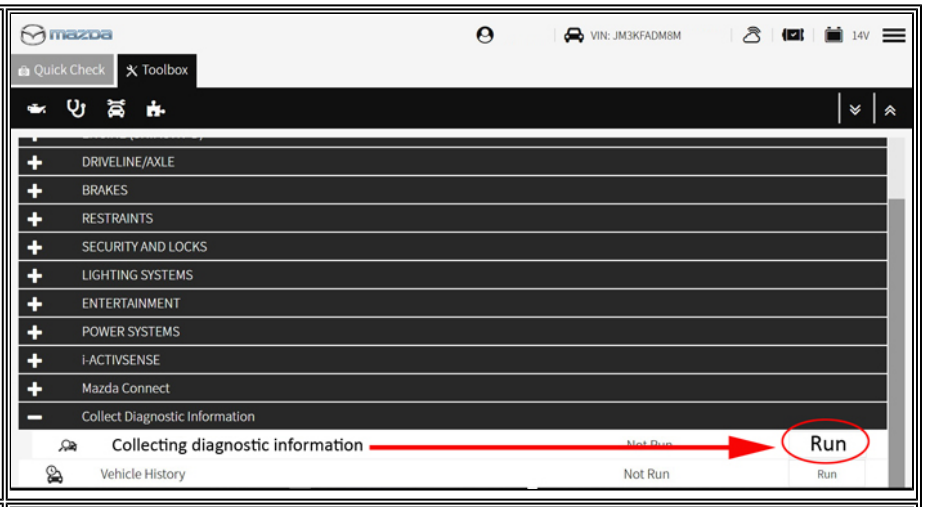
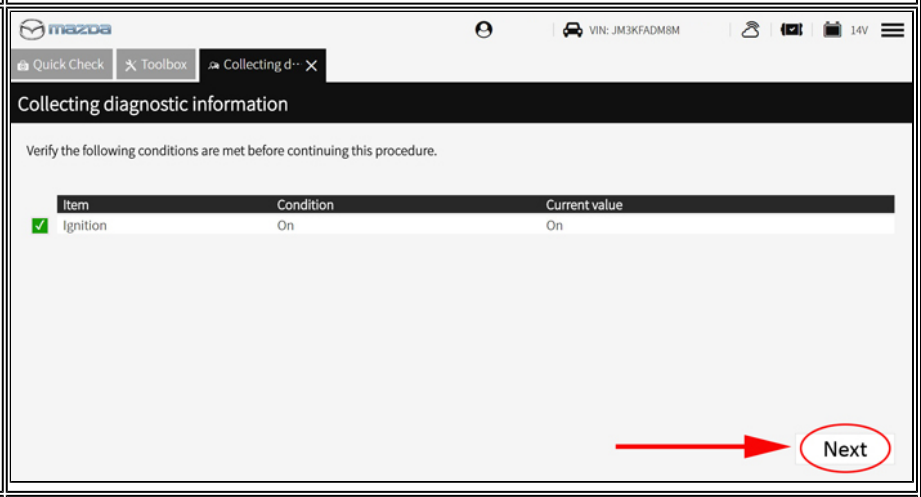
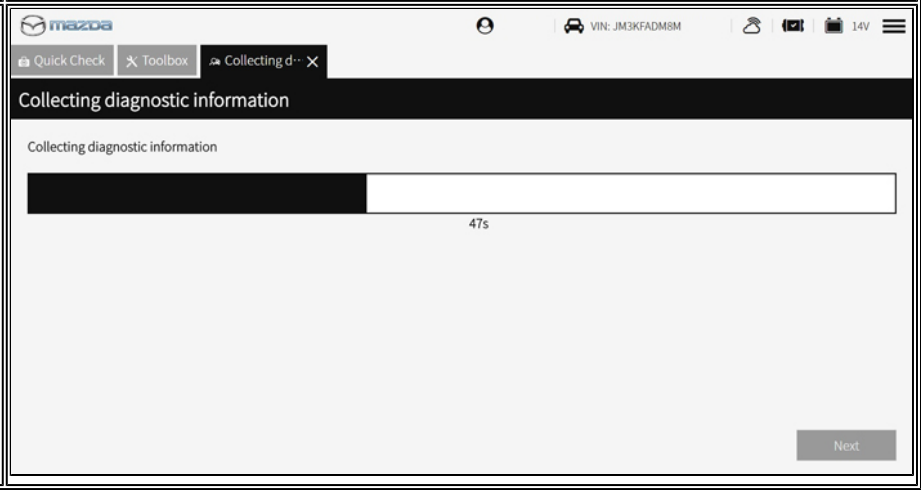
5. Select Collecting diagnostic information "Run".	
6. Turn the ignition ON, then select "Next"	
7. Wait for collection to complete.	

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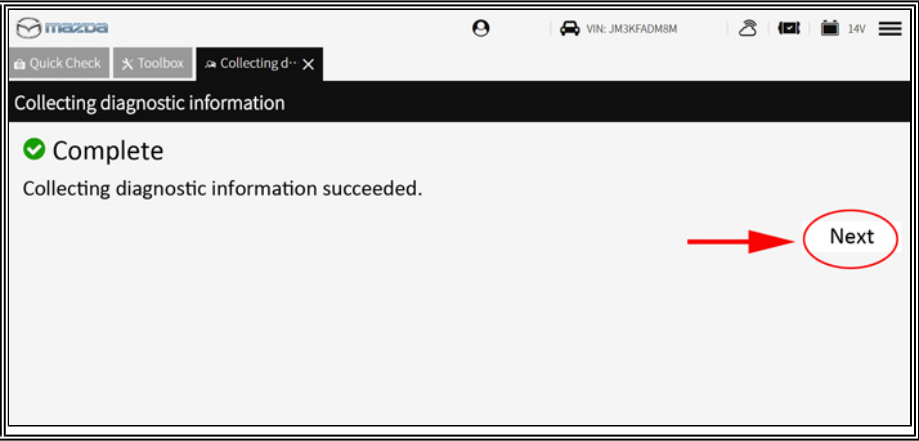
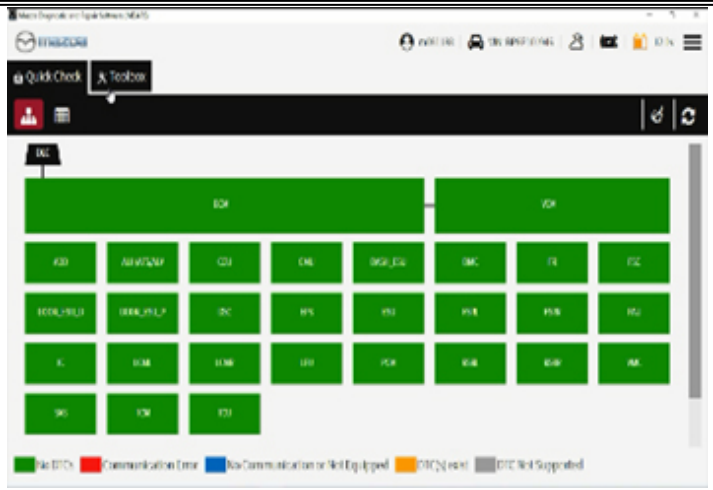
8. Confirm that the ODR collection has been successful. Select “Next” to exit.	

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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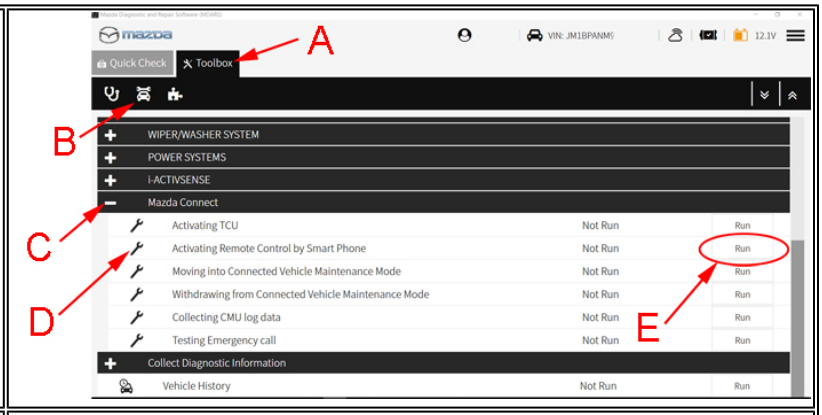
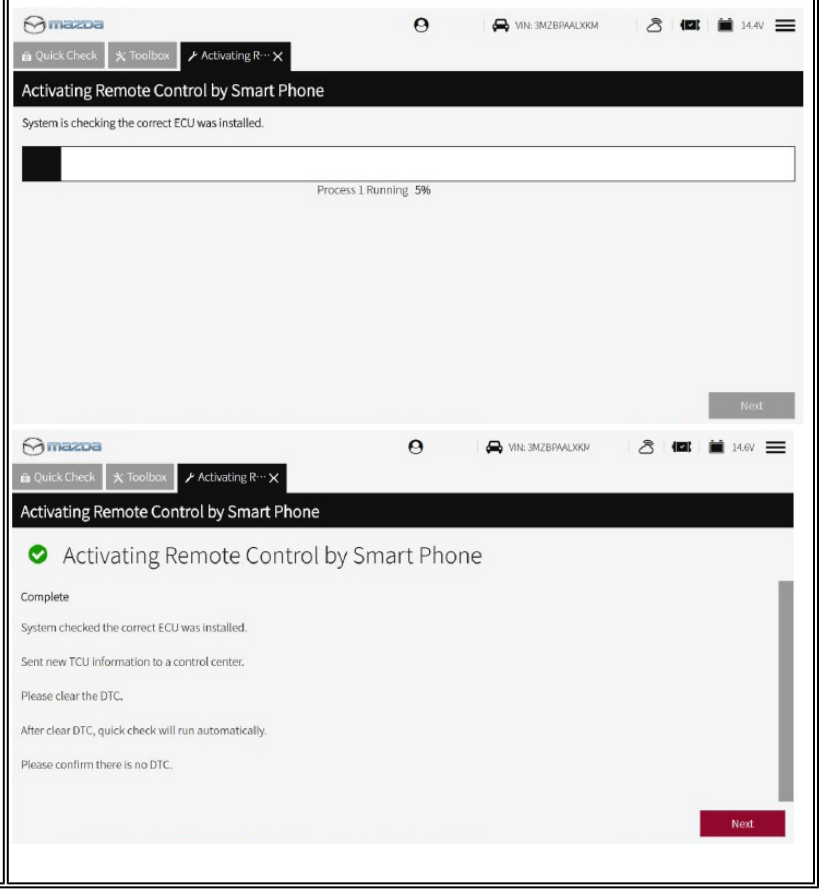


4. Follow the on-screen instructions and wait for process to complete.

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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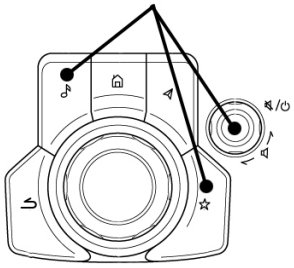
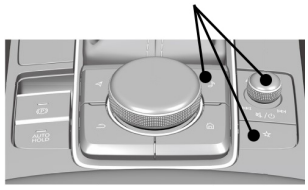
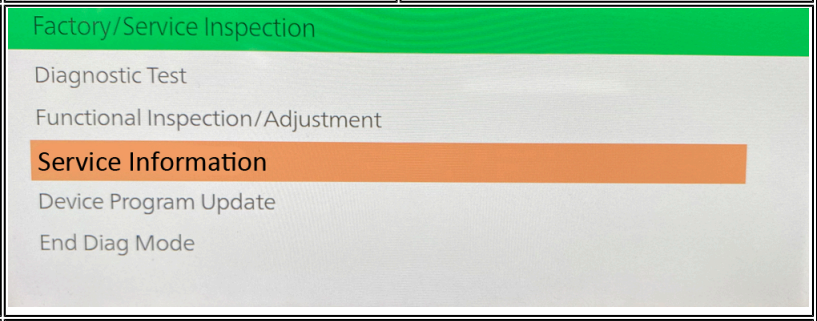
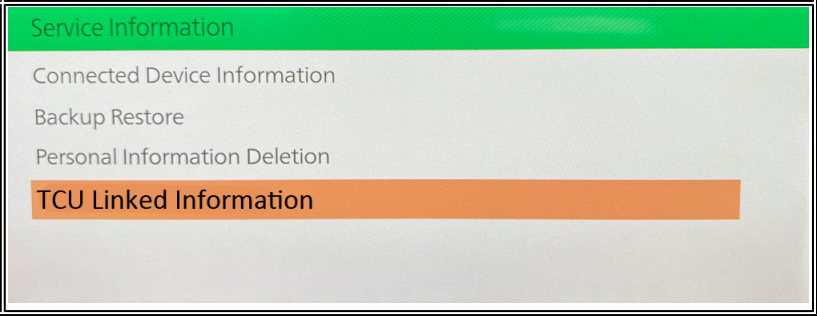
5. Select Quick Check (A), then start the engine and select the DTC Clear icon (B). **CAUTION:** If the engine is not started, DTC P2610 is stored and cannot be erased.	

TCU Software Version Check

	CX-5 and CX-9	CX-30, CX-50, Mazda3 and MX-30
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.		
2. Select Service Information.		
3. Select TCU Linked information.		

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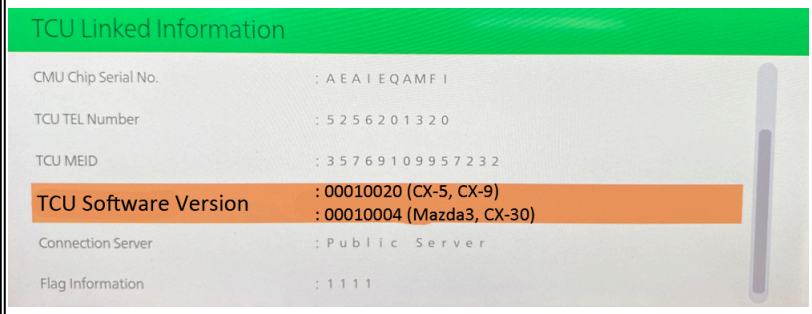
4. Scroll down to TCU Software Version and confirm the software version is at: • Mazda3 - 10006 or later • CX-30 - 10006 or later • CX-5 - 10023 or later • CX-9 - 10023 or later • MX-30: 10019 or later • CX-50: 10003 or later **Is the TCU software version correct?** • **Yes:** TCU Software Version Check is complete. • **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
Saftey features

Resources
SA-015/23 - 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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