

Subject: TELEMATICS MALFUNCTION MESSAGE AND MASTER WARNING LIGHT ON. DTC U3000:04 STORED	Service Alert No.: SA-034/23
	Last Issued : 05/31/2023

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2024 CX-90

DESCRIPTION

Some customers may experience the following:

<p>Telematics Malfunction. Have the Vehicle Inspected error message</p>	
<p>Master Warning light ON</p>	

DTC U3000:04 (Telematics communication unit internal malfunction) is stored.

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

REPAIR PROCEDURE

1. Verify customer concern.
2. Check for DTC U3000:04.

Is DTC U3000:04 stored as Status Current?

- **Yes** - Go to next step.

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- **No** - This service information does not apply. Continue with normal [MGSS diagnosis](#).

3. Disconnect battery for 1 hour, then reconnect battery.

Did the Telematics Malfunction message clear and DTC U3000:04 now shows Status Past?

- **Yes** - Clear DTC, OK to release vehicle.
- **No** - Replace the TCU.

4. Verify repair.

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