

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> IN-VEHICLE NETWORK MALFUNCTION AND MASTER WARNING LIGHT ON WITH DTC U3000:04 STORED (DOES NOT APPLY TO TSB 09-001/23)	Service Alert No.: SA-027/23
	Last Issued : 07/11/2023

## BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted in Red.

Previous SAs:	Date(s) Issued:
SA-027/23	06/13/23 and 04/28/23

## APPLICABLE MODEL(S)/VINS

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

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

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

**NOTE:** The vehicle does not apply to [09-001/23](#) because [CSP04](#) is not "OPEN".

## 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.

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

**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.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	6X
Damage Code	99
Part Number Main Cause	****-67-CM0* (Use Data Communication Module P/N)
Quantity	0
Operation Number / Labor Hours:	T0524XRT / 0.4 Hrs

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.