

Subject:

CONNECTED VEHICLE SYMPTOM TROUBLESHOOTING

Service Alert No.: SA-009/23

Last Issued : 08/28/2023

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	08/15/23, 07/05/23, 06/12/23, 05/24/23, 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:

2019-2024 Mazda3 2020-2024 CX-30 2021-2024 CX-5 2021-2023 CX-9 2022-2023 MX-30 2023-2024 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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- MAZDA CONNECT Indication
- Remote Engine Start Will Not Function
- Remote Engine Start Function Will turn engine OFF
- Deactivation Mode

MAZDA CONNECT Indication

FAL HIRade 10.3 DVMId Radio.com Nowf 93.1 JACK FM 93.1 JACK FM - Playing What We Want			
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.		
0	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 Emergency call system can still be made while connected services are disabled.	Connected Services disabled (box unchecked) System Settings Language English-UK2 Gracenote Database Update Use Gracenote Database Album Art Connected Services Enables or disables the vehicle's connected Software Update Events System Information Events System Settings Events System Settings Events Language Events System Settings Events System Settings Events Connected Services Events System Settings Events Connected Services Events System Settings Events Connected Services Events Software Update Events Use Gracenote Database Album Art Events Software Update Events System Information Events		
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 Will Not Function under the following conditions

ltem	Condition			
1	Remote Engine Start function is not available on PHEV (inline 4) models. See SA-038/23			
2	Vehicle battery voltage low			
3	Automatic Transmission shift position except "P"			
4	Vehicles equipped with manual transmission			
5	Vehicle speed above 3 mi/h (5 km/h)			
6	Brake pedal switch malfunction			
7	Engine has been running by remote engine start function			
	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.			
9	2021 Mazda3, 2021 CX-30, CX-50, MX-30: Vehicle's electrical control area network (CAN) is in "Sleep Mode"			
10	A registered key is detected in the vehicle			
11	Brake pedal switch detects brake application			
12	Low fuel warning			
13	Engine starts, then turns OFF due to abnormal high engine rpm detected. (Engine rotation over 3000 rpm continued for more than 0.2[s])			
	No engine rpm detected after sending engine start request. (Engine rotation 0 rpm continued for more than 0.2[s])			
15	When the CAN data signal for engine shut off is present (e.g.: door ajar signal)			
16	After 10 second maximum cranking time			
17	Burglar alarm status is "Alarm" and "Alarm stand by" (CAUTION - DO NOT enable, see Theft- Deterrent System section in SA-012/20)			
18	Room fuse blown/missing			
19	Connected Vehicle Maintenance Mode enabled (Restricted Transmitting Mode in MDARS)			

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	Embedded Communications Restricted The embedded communication device and infotainment display functions have been restricted. After the diagnosis and/or repair is complete, utilize the same procedure used to access this Embedded Communications Restricted mode to exit and return to normal system operation.			
	Vehicle is parked (stored) for approximately 1 week or longer or in deep sleep mode. Drive the vehicle for a few miles to recover.			
21	DTC Stored			
22	Aftermarket Remote Engine Start accessory installed.			
	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)]			
24	First remote control attempt fails, second attempt works fine. Go to TSB 16-002/20.			
25	CSP04 Status Open			

Remote Engine Start Function <u>Will</u> turn engine OFF under the following conditions

ltem	Condition		
1	Vehicle door(s) opened		
2	3 Vehicle hood opened Ignition switch push button "ON" detected		
3			
4			
5			
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

- Deactivation Mode Temporary Suspension 6/16/2023 (6/11/2023 retail date and later)
- Vehicles retailed before 6/11/2023 and in Deactivation Mode will remain in Deactivation mode.

NOTE:

- · Customer/Dealer can activate CV services anytime via MyMazda app
 - Customer There might be a slight delay in making the backend connection since it was temporarily deactivated.
 - Dealer Go to Repair Procedure -> TCU Activation
- 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:

		Reception Icon Shows normal strength
Infotainmen	TCU Active	FML 10 Andres 12.3 Dwmla Radio com Nowl 93.1 JACK FML 93.1 JACK FML-Playing What We Want
Center Display	TCU in	Reception Icon Shows "X"
	Deactivation Mode • One Time Passcode (OTP) is processing	FM 10 Radio 1 2 3
Mazda		Login ID : dgonzale Department : Top Contract Reference Vehicle Status Reference Vehicle Communication Line Status Reference Top Contract Reference Top Contract Reference Vehicle Status Vehicle Status Reference Vehicle Status Vehicle Status
Connected		Oreganitient
Connected Vehicle		mitton Name : [010-01/00/Patie tayagin Inter V
Vehicle Viewer		Connected Vehicle Information Search Screen Search Condition
Vehicle	1. Go to Mazda Connected Vehicle	Connected Vehicle Information Search Screen
Vehicle Viewer	1. Go to Mazda Connected Vehicle Viewer (MCVV)	Connected Vehicle Information Search Screen Search Condition
Vehicle Viewer	Connected Vehicle	Connected Vehicle Information Search Screen Search Condition VIN
Vehicle Viewer	Connected Vehicle	
Vehicle Viewer	Connected Vehicle Viewer (MCVV) 2. Select "Vehicle	Mame Other and Connected Vehicle Information Search Screen Search Condition VIN O Search Clear Select VIN Customer First Customer Last Year and Body Color Name Model
Vehicle Viewer	Connected Vehicle Viewer (MCVV)	Mame Other and Connected Vehicle Information Search Screen Search Condition VIN O Search Clear Select VIN Customer First Customer Last Year and Body Color Name Model
Vehicle Viewer	Connected Vehicle Viewer (MCVV) 2. Select "Vehicle Communication	Mame Other and Connected Vehicle Information Search Screen Search Condition VIN O Search Clear Select VIN Customer First Customer Last Year and Body Color Name Model

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then select "Search"	Login ID : doorzate Top Contract Reference Vehicle Status Reference Vehicle Communication Line Status Reference Vehicle Status Reference Vehicle Communication Line Status Reference Vehicle Communication Line Status Reference Vehicle Status Reference Vehicle Communication Line Status Reference Vehicle Communication Line Status Reference Vehicle Status Reference Vehicle Communication Line Status Reference Vehicle Com				
Search	Vehicle Communication Line Status Search Screen				
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	VIN Vehicle Communication Line Status Year and Model Body Color				
	TCU in Deactivation Mode (Status -> Closed)				
	Contract Reference Vehicle Status Referen				
	Vehicle Communication Line Status Search Screen				
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	AMIDRADBAPO Closed 00063023 Compensed 00063023 PV /WD VIII PREMIUM PLUS MACHINE GRAY METALLIC PHG				
	One Time Passcode (OTP) is processing (Status -> Open Requested)				
	Logn ID Top Contract Reference Vehicle Status Reference Vehicle Communication Line Status Reference mascha Department : Name : Image: Contract Reference Vehicle Communication Line Status Reference				
	Vehicle Communication Line Status Search Screen				
	Search Condition				
4. See Status	VIN Terrerabay9				
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	Status Request Date Status Detail Cell in status Detail Cell in status 7MM/WBXY9 Open Requested 0427/023 1114 Processing W23 2.5 TURBO MERDIAN EDITION ZIRCON SAND METALLIC				
	TCU Active (Status -> Opened)				
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	Nability Assess advantage line finance				
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	JAMIDBADBEP0 Opened 60/05/003 18/25 Conserved 19/25 20/21 EV PND WE PREMUM PLUS 19/25 MACHINE GRAY METALLIC				

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 <u>Telematics Communication Unit (TCU) Updates</u> 2. Go to <u>eMDCS</u> 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. In most cases, the customer will not leave their device with you for troubleshooting, therefore a connected vehicle take-over is necessary. Use your personal device or dealer supplied device for troubleshooting. Go to **Enrollment**.

• At customer pick-up, inform customer to re-enroll into Connected Services as a new primary user.

5. 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 TCU is deactivated. Enrollment is not possible. Go to TCU Activation.



- Customer/Dealer can activate CV services anytime via MyMazda app
 - Customer There might be a slight delay in making the backend connection since it was temporarily deactivated.
 - Dealer Go to TCU Activation
- If the reception icon shows "\", move the vehicle to an area with a clear view of the sky.



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- 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)
- 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)
- TCU Activation
- **Educational Videos**
- Resources

	Connected Vehicle Troubleshooting					
	Symptom	Cause	Action			
1	error.	Customer	 1. Text "Start" to 1-949 518-0058 (Twilio SMS for Mazda) 2. Retry to create a MyMazda account. NOTE: USA and Canada only (+1 (949) 518-0058) (Start) (You have successfully been resubscribed to messages from this number. Reply HELP for help. Reply STOP to unsubscribe. Msg&Data Rates May Apply. 			

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	Verify Your Phone Please enter and verify your mobile phone number to continue. Error Internal Usher SDK error. OK MyMazda will send an SMS to verify your mobile phone number (carrier charges may apply). •••••• NEXT MyMazda Website - ERROR! Unable to send one-time password. CONTIRM MOBILE PHONE NUMBER* Internet Phase to rapin. If this pressits, please tonated Mazda Sub-2222-5500. ok					
						an ana
2	Remote function(s) inoperative. Engine Start / Stop Door Lock / Unlock Lights ON / OFF 	Go to the MyMazda App to view the reason for remote function failure.	Push Notification	9:44 The second		Manus Ingent India 1997 Marca Sala 1997 Marca Sala 199
				OS Lock	Home	Inbox

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				Tap the alert card	Detail Tap "check vehicle status"
		Activity History	Go to the MyM ACTIVITY HIS reason for rem into intervention with a literation into intervention with a literation into intervention with a literation intervention with a literation with a literation with a literation intervention with a literation with a literation intervention with a literation with a literation with a literation intervention with a literation with a literation with a literation intervention with a literation	STORY -> t note function	O VIEW D Call U C C C C C C C C C C C C C C C C C C
		Go to eMDCS Vehi campains are not s • CSP06 • CSP07 • SSPC7 • DRW41			e following
	Troubleshooting needed	 CX-50 - 1002 CX-9 - 1002 CX-9 - 1002 MX-30: 1000 CX-50: 1000 3. Disconnect battere reconnect (KAM resonancet (KAM resonancet to disconnect to discon	stored? MGSS and per ext step. ftware version i e Version Chec 0006 or later 06 or later 3 or later 3 or later 19 or later 03 or later 29 or later 29 or later 29 or later 29 or later 20	form norma s at the foll ck nds and the fter battery S clock to s	al DTC lowing

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	 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. 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 Start accessory installed. 2. Mazda Remote Engine Start (BCKA- V7-620) accessory installed.	 Remove the aftermarket accessory. The customer can use either the Mazda Remote 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. 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	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

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		instead of (instead of through their MyMazda app). MyMazda App.		
3	(Vehicle infotainment center display does not provide the Authorization Code	MyMazda App. MyMazda App Enrollment Preparation 1. Create a MyMazda account. 2. Complete any "OPEN" Recalls / Special Service Programs. Go to MGSS -> warranty Veh. Inq. 3. Update the Telematics Communication Unit (TCU) to the latest software version. Go to MGSS -> Telematics Communication Unit (TCU) Jpdates. 4. 2019 Mazda3 only - Update the Connectivity Master Unit (CMU) to the latest software version. Go to MGSS -> MAZDA CONNECT Updates 5. Check TCU activation status.		
		 a. Go to MAZDA CONNECT home screen. b. Select Entertainment c. Select Source List and then select any of the following: • FM 		
		• AM • SiriusXM		
		d. Check the Connected Vehicle reception strength icon:		
		Reception strength icon shows normal strength. The TCU is active and ready for enrollment. Go to Enrollment.		
		 Reception strength icon shows "X". The TCU is deactivated. Enrollment is not possible. Go to TCU Activation. 		
		Reception strength icon shows "\". Move the vehicle to an area with a clear view of the sky.		
		Enrollment 1. After registering for a		

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MyMazda account, the Select Vehicle screen will appear. Tap "Add Vehicle" and follow the onscreen instructions to add your vehicle. 2. To enroll in Connected Services, tap "Enroll" on the "My Vehicles"	Somected Services Enrollment
screen. 3. On the Connected Services Enrollment screen, tap Start to begin the enrollment process.	
 Switch the ignition ON in your Mazda vehicle. Wait 30 seconds. Tap Next. 	STEP 1/3 Turn Ignition ON Go to your vehicle and turn the ignition ON.
7. Tap Request to receive authorization code on your	

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vehicle's Mazda Connect center display. Wait a few minutes for the infotainment center display to show the Authorization Code.	8:30 STEP 2/3 Request Authorization Code Request the authorization code that will be displayed on your vehicle screen.
8. After a few minutes, the infotainment center display will show the Authorization Code. Enter the authorization code in the MyMazda app, then tap Submit.	STEP 3/3 Enter Authorization Code Please enter the Authorization Code sent to Toy our vehicle. This may take some time. 1 5 0 8 2 3 Didn't receive the code? RESEND
9. After enrollment is successfully processed and the vehicle is connected, you will receive a	

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push notification.	10:13 Image ES Image ES
	 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. 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 CX-50: 10003 or later CX-50: 10003 or later CX-50: 10003 or later AR-30: 10019 or later CX-50: 10003 or later DX-50: 10003 or later CX-50: 10003 or later CX-50: 10003 or later CX-50: 10003 or later CX-50: 10003 or later MAZDA CONNECT CMU log data. Go to MGSS -> Infotainment -> MAZDA CONNECT CMU Data Retrieval Perform "Activating Remot

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			7 Check TOU Demote Coming Flag Information
			7. Check TCU Remote Service Flag Information
			 Remote Service Flag Information 1101 go to step 8. Remote Service Flag Information 0000 go to step 9.
			 8. Disconnect 12V battery for 1 hour, then retry connected vehicle enrollment. NOTE: Test drive vehicle after battery disconnect to allow the GPS clock to sychronize before retrying Authorization Code. 9. Contact Hotline for additional technical support if needed.
		Deactivation	Customer/Dealer can activate CV services anytime via MyMazda app
			 Customer - There might be a slight delay in making the backend connection since it was temporarily deactivated. Dealer - Go to TCU Activation
reception strength icon shows "X" or	MAZDA CONNECT connected vehicle reception strength icon shows "X" or "\". Mazda3, CX-30, CX-50, MX-30	Campain Status	Go to eMDCS Vehicle Inquiry and confirm the following campains are not shown or closed: • CSP06 • CSP07 • SSPC7 • DRW41
	 Construction wave of a second with the second wave of a secon	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.
			 Check for DTCs. Are there any DTC's stored? Yes: Go to MGSS for normal DTC diagnosis. No: Go to next step. 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

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			 MX-30: 10019 or later CX-50: 10003 or later 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. Perform TCU activation. Go to SA-004/21. Is the reception strength signal normal? Yes: Repair complete. No: Go to next step. S. Perform TCU activation. Go to SA-004/21. Is the reception strength signal normal? Yes: Repair complete. No: Go to next step. 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 No Good - Swap Tel antenna No. 1 with known good vehicle
5	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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	VIHICLE STATUS VIHICLE STATUS United in the state United in the state VIHICLE STATUS United in the state VIHICLE STATUS		
6	vehicle reception strength icon is	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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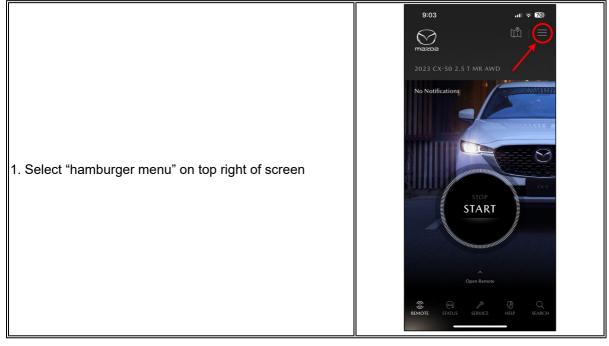
8	 2021 Mazda3, CX-30, CX-50, and MX- 30 functions inoperative Vehicle Status Alert Remote Engine Start / Stop Remote Door Lock / Unlock Remote Hazard Lights ON / OFF Vehicle Finder (vehicle location mapping function is available) 	Vehicle's electrical control area network (CAN) is in "Sleep Mode"	No dealer visit is required. Sleep Mode can be reset by starting the engine and idling or driving for 5 minutes or longer.
	 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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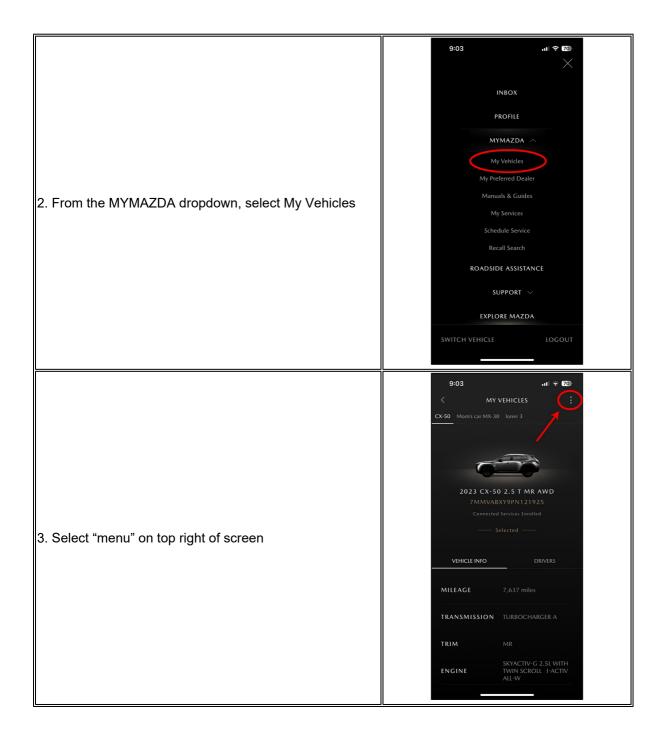
TRUNK/INTOATE Closed	

TCU Activation



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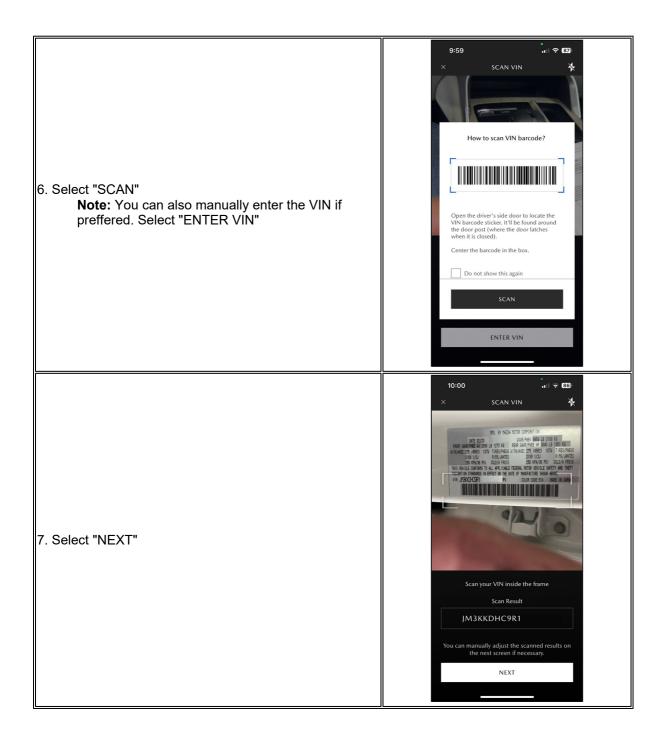
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4. Select "Add Vehicle"	9:04 III 70 Image: Market Mar
5. Select "SCAN VIN"	9:59 ADD VEHICLE ADD VEHICLE Scan Your VIN Start adding your vehicle by scanning its VIN. Would you like to manually enter your VIN2 () Where do I find my VIN? CSCAN VIN

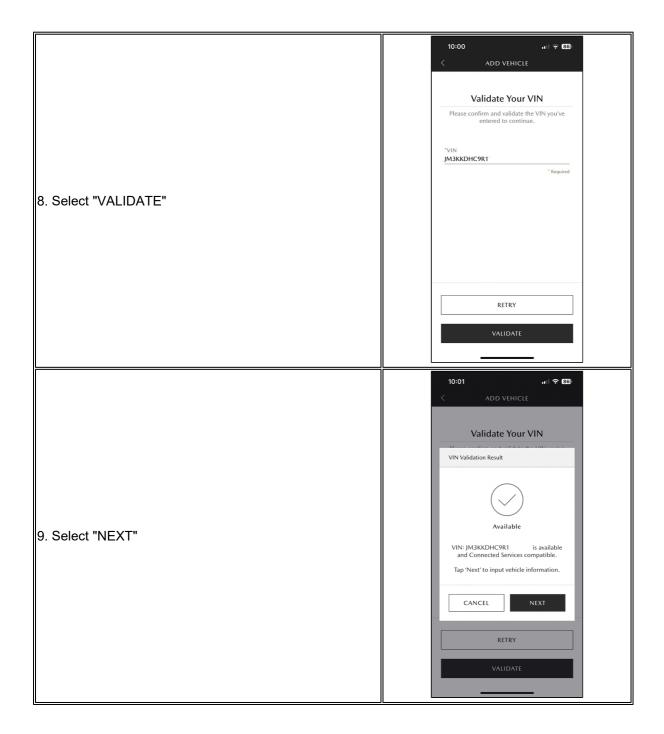
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10. Enter Vehicle Name and select local dealer. Then select "SUBMIT"	10:01 ADD VEHICLE VEHICLE NAME CX-90 "VIN JM3KKDHC9R1 "Required "YEAR & MODEL 2024 C90 "Required MY PREFERRED DEALER "Required Select suggested dealers or search for a specific one. TUSIN MAZDA 28A Auto Center Drive, TUSIN CENTER DIVE, TUSIN CENTER DIVERDIVE, TUSIN CENTER DIVERDI
11. Select "ENROLL"	10:02 II ♥ ED ADD VEHICLE VEHICLE NAME CX-90 *VIN JM3KKDHC9R1 JM3KKDHC9R1 Success You have successfully added your vehicle (VIN: JM3KKDHC9R1) and it is Connected Service compatible. Do you want to enroll now? Do JT LATER ENROLL O JT LATER ENROLL HUNTINGTON BEACH MAZDA 16800 Beach Bivd., Huntington Beach, CA 92647 UNU CLUCY MEDO SUBMIT

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12. Select "START"	10:02
13. Agree to the Terms & Conditions, then select "AGREE"	10:02 It I I I I I I I Image: Imag

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14. You will see a message stating "Activation Process in Progress", Select "CLOSE"	10:02II TO ED Activation Process in Progress Activation Process in Progress We are currently trying to establish connectivity with your vehicle. You will receive an in-app message when connectivity is established. You may need to restart your vehicle to complete the connectivity. CLOSE Tap' Start' to enroll Mazda Connected Services. START
15. You will receive a message saying "Connectivity is Complete"; however, it is actually <u>not complete</u> . OK to close this window. Go to next step.	10:03 Image Composition Logout SELECT VEHICLE Connectivity is Complete X 2024 CX-90 3.3 S PREM AWD JM3KKDHC9R1101223 Date 08/01/2023 Time 10:03 AM Details Connectivity is now complete. You may resume Connected Services enrollment.

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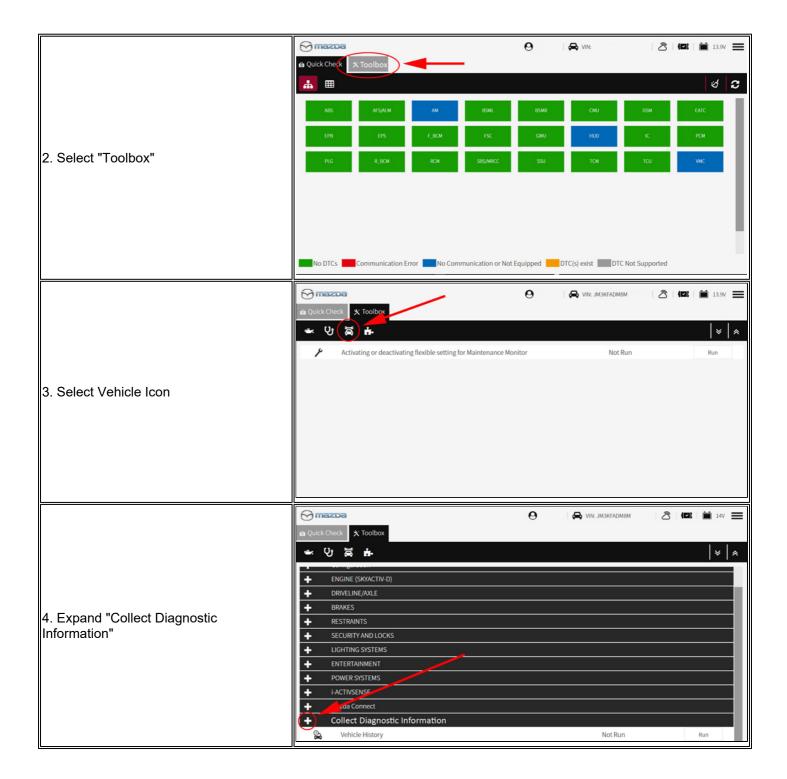
16. Turn the ignition OFF for 10 minutes or longer.	START STOP Engine
17. Turn the ignition ON.	START STOP ENGINE
18. Check the Connected Vehicle reception strength icc	on:
 Reception strength icon shows normal strength. TCU is now active. Proceed to Enrollment. 	FM News 123
 Reception strength icon shows "X". TCU activation is still processing. Repeat steps 16 	
-18.	
 Note: This step may need to be repeated a few times until normal strength is shown. If steps 16-18 was repeated several times with no change, disconnect 12V battery for 1 hour 	FM HINAMA 12.3 Downal Radio com Nowl 93.1 JACK FM 93.1 JACK FM - Playing What We Want
, then recheck reception strength icon.	

ODR Data Collection Procedure

1. ID the vehicle using MDARS	

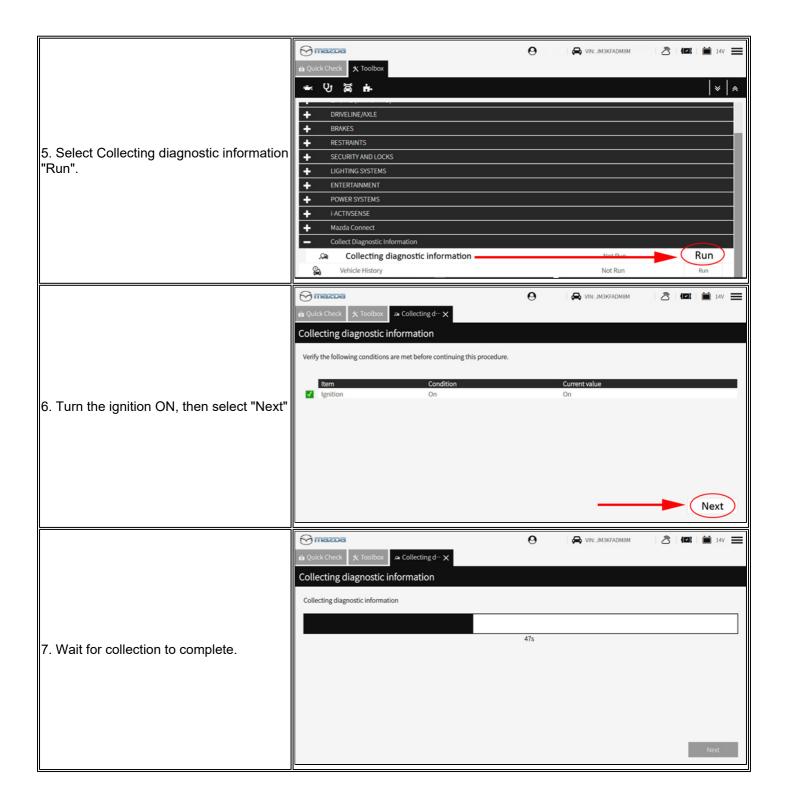
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Service Alert No.: SA-009/23 Last Issued : 08/28/2023	
-------------------------------------------------------	--

	Quick Check X Toolbox A Collecting d X	0	R VIN: JM3KFADM8M	گ	(121)	14V 📕	=
8. Confirm that the ODR collection has been successful. Select "Next" to exit.	 Quick Check ★ Toolbox A Collecting d× Collecting diagnostic information Complete Collecting diagnostic information succeeded. 		-		- (Next)

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.

	Man byrok we law	Gines Malls				-		
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	@ Quick Check	X Teolbox						
	🚣 🚍							<i>ଏ</i> ସ
	Def.							
			104				VOR	
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nnect MDARS.	620	ALANDAR	œ	08	969,59	940	п	12
	ECON, HALLO	0000	×		- 69		158	- M2
	- K.	-	108	00	- 20	**		•
			m					
	Pactifics	Communication ()	mr 🔜 Ko-Cam	munication or Net	Equipped <mark>10</mark> 01	CN east	C Not Supported	

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. MÁZDA CONNECT	
d. Activating Remote Control by Smart Phone	
e. RUN.	

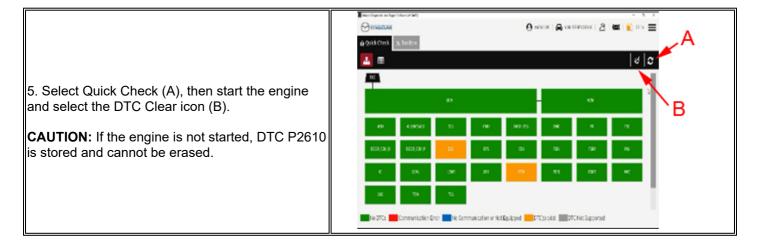
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 4. Follow the on-screen instructions and wait for process to complete. NOTE: If the Activating Remote Control by Smart Phone shows "Incomplete", the possible causes are: 	Cuick Check X Toolbox Activating Remote Con System is checking the correct i		R VINE 3MZBPAALXXX	8 (125 🖬 144) =
 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. 	Quick Check * Toolbox Activating Remote Con Activating Remote Con Activating Remote Con Activating Remote Con System checked the correct ECU Sent new TCU information to a co Please clear the DTC. After clear DTC, quick check will Please confirm there is no DTC.	trol by Smart Phone Temote Control by Smart P J was installed. control center.	₩ VIN: JMZBIPAALXKP	Next

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TCU Software Version Check

	CX-5 and CX-9	Except CX-5 and CX-9
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.	Factory/Service Inspection Diagnostic Test Functional Inspection/Adjustment Service Information Device Program Update End Diag Mode	
3. Select TCU Linked information.	Service Information Connected Device Information Backup Restore Personal Information Deletion TCU Linked Information	
4. Scroll down to TCU Software Version and		

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confirm the software version is at:	TCU Linked Information	
• Mazda3 - 10006 or later	CMU Chip Serial No.	: A E A I E Q AMF I
• CX-30 - 10006 or later	TCU TEL Number	: 5 2 5 6 2 0 1 3 2 0
 CX-5 - 10023 or later CX-9 - 10023 or later 	TCU MEID	: 3 5 7 6 9 1 0 9 9 5 7 2 3 2
• MX-30: 10019 or later	TCU Software Version	: 00010020 (CX-5, CX-9) : 00010004 (Mazda3, CX-30)
• CX-50: 10003 or later	Connection Server	:Public Server
Is the TCU software version correct?	Flag Information	:1111
 Yes: TCU Software Version Check is complete. No: Go to Telematics Communication Unit (TCU) Updates to update the TCU software version. 		

TCU Remote Service Flag Information Check

	CX-5 and CX-9	Except CX-5 and CX-9	
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.	Factory/Service Inspection Diagnostic Test Functional Inspection/Adjustment Service Information Device Program Update End Diag Mode		
3. Select TCU Linked information.	Service Information		
	Connected Device Information		
	Backup Restore Personal Information Deletion		
	TCU Linked Information		

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	TCU Linked Information		
	TCU MEID		
	TCU Software Version	: 0 0 0 1 0 0 0 1	
	Connection Server	: Public Server	
4. Scroll down to Remote Service Flag Information.	Flag Information	: 0 0 0 0	_
	Remote Service Flag Information: 1101 - 1111 - 1111 - 1111		
Is the Remote Service Flag Information 1101 or 0000?		: 11	
	or		
		01	
• 1101 - Disconnect 12V battery for 1 hour,	TCU Linked Informa		
 1101 Disconnect 12V battery for 1 hour, then retry connected vehicle enrollment. 0000 Contact Hotline for technical support. 	TCU Linked Informa		1
then retry connected vehicle enrollment.		tion	1
then retry connected vehicle enrollment.	TCU MEID	tion :	
then retry connected vehicle enrollment.	TCU MEID TCU Software Version	tion : : 00010001	
then retry connected vehicle enrollment.	TCU MEID TCU Software Version Connection Server Flag Information	tion : : 00010001 : Public Server	

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 (30076WBT) MAZDA CONNECT & CONNECTED SERVICES FOCAL POINT (30093FOC) MAZDA CONNECTED SERVICES SMART CARDS MAZDA CONNECTED SERVICES: CUSTOMER OUTREACH

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