

# 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,<br>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,<br>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 "\".

Page 1 of 36

**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 "doit-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.

## Index

- 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<br>DVMId Radio.com Nowf 93.1 JACK FM<br>93.1 JACK FM - Playing What We Want |  |  |  |
|---|--|--|--|
| Indication  | Explanation  |  |  |
| Mazda3, CX-30, CX-50, MX-30   | Radio waves are not being received.<br>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.<br>NOTE: Communication is not possible during this display. |  |  |
| CX-5, CX-50, CX-9, MX-30<br>Mazda3, CX-30 built July 1, 2021 and later                      | The communication function is temporarily disabled due to infotainment system setting.   |  |  |
|   | <ul> <li>Deactivation Mode</li> <li>Connected Service contract has ended<br/>(Subscription expired)</li> </ul>                         |  |  |

#### Page 2 of 36

**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 "doit-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.

|   | TCU has not been initialized, go to SA-004/21   |  |  |
|---|---|--|--|
| Vehicles built before July 1, 2021<br>Vehicles built after July 1, 2021   | Customer deactivated Connected Services (Opt-Out) <ul> <li>eMDCS Warranty Vehicle Inquiry will show         Campaign CSP04 Status Open</li> </ul>   |  |  |
| CX-5, CX-50, CX-9, MX-30<br>Mazda3, CX-30 built July 1, 2021 and later<br>Connected Services Disabled message<br>appears at engine start up<br>Connected Services Disabled<br>Emergency call system can still be made<br>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.<br>Go to MGSS SERVICE CAUTIONS FOR VEHICLES<br>WITH TELEMATICS COMMUNICATION SYSTEM to<br>disable Maintenance Mode.<br><b>NOTE:</b> Connected Vehicle Maintenance Mode is   |  |  |
|   | unnecessary if the customers vehicle is in<br>Deactivation Mode .   |  |  |

Page 3 of 36

**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 "doit-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.

# 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.<br>The vehicle must be driven 1-mile or 24-hours must pass from the last successful Remote Engine<br>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-<br>Deterrent System section in SA-012/20)   |  |  |  |
| 18   | Room fuse blown/missing   |  |  |  |
| 19   | Connected Vehicle Maintenance Mode enabled (Restricted Transmitting Mode in MDARS)  |  |  |  |

## Page 4 of 36

**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 "doit-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.

|    | Embedded Communications Restricted<br>The embedded communication device and infotainment<br>display functions have been restricted. After the diagnosis<br>and/or repair is complete, utilize the same procedure used<br>to access this Embedded Communications Restricted mode<br>to exit and return to normal system operation. |  |  |  |
|----|---|--|--|--|
|    | Vehicle is parked (stored) for approximately 1 week or longer or in deep sleep mode.<br>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<br>start function).<br><b>Mazda Remote Engine Start (RES) Removal</b><br>a. Remove the Mazda Remote Engine Start (RES) accessory module.  |  |  |  |
|    | b. Deactivate and activate Advanced Key(s). Refer to MGSS IMMOBILIZER SYSTEM-<br>RELATED PARTS PROGRAMMING [(US)]   |  |  |  |
| 24 | First remote control attempt fails, second attempt works fine.<br>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. |  |  |

Page 5 of 36

**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 "doit-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.

# **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<br>Display    | TCU in  | Reception Icon Shows "X"  |
|                      | Deactivation<br>Mode<br>• One Time<br>Passcode<br>(OTP) is<br>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<br>Vehicle |   | mitton Name : [010-01/00/Patie tayagin Inter V  |
| Vehicle<br>Viewer    |   | Connected Vehicle Information Search Screen      Search Condition   |
| Vehicle              | 1. Go to Mazda<br>Connected Vehicle                                       | Connected Vehicle Information Search Screen   |
| Vehicle<br>Viewer    | 1. Go to Mazda<br>Connected Vehicle<br>Viewer (MCVV)                      | Connected Vehicle Information Search Screen      Search Condition   |
| Vehicle<br>Viewer    | Connected Vehicle   | Connected Vehicle Information Search Screen      Search Condition      VIN  |
| Vehicle<br>Viewer    | Connected Vehicle   |   |
| Vehicle<br>Viewer    | Connected Vehicle<br>Viewer (MCVV)<br>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<br>Viewer    | Connected Vehicle<br>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<br>Viewer    | Connected Vehicle<br>Viewer (MCVV)<br>2. Select "Vehicle<br>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   |

Page 6 of 36

**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 "doit-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.

| then select<br>"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  |  |  |  |  |
|                         | Search Condition   |  |  |  |  |
|                         | vn   |  |  |  |  |
|                         | D Search Dear  |  |  |  |  |
|                         | 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  |  |  |  |  |
|                         | Search Condition   |  |  |  |  |
|                         | VN (JUTORADEAPS  |  |  |  |  |
|                         | Ø Search Cear  |  |  |  |  |
|                         | VIN Vehicle Communication Line Status Vin Status Request Date Status Vear and Model Body Color   |  |  |  |  |
|                         | 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  |  |  |  |  |
|                         | Viai Vehicle Communication Line Status Vear and Model Body Color   |  |  |  |  |
|                         | Status         Request Date         Status Detail         Cell in status Detail         Cell in status           7MM/WBXY9         Open Requested         0427/023<br>1114         Processing W23 2.5 TURBO MERDIAN EDITION         ZIRCON SAND METALLIC   |  |  |  |  |
|                         |  |  |  |  |  |
|                         |  |  |  |  |  |
|                         | TCU Active (Status -> Opened)  |  |  |  |  |
|                         | Login ID : Department : Name : (UTC 47 00) Public Units Reference (UTC 47 00) Pub      |  |  |  |  |
|                         | Vehicle Communication Line Status Search Screen  |  |  |  |  |
|                         | Search Condition   |  |  |  |  |
|                         | VN (Ar100A06490<br>P Seech Clear   |  |  |  |  |
|                         | Nability Assess advantage line finance   |  |  |  |  |
|                         | VIN Status Request Date Status Detail Year and Model Body Color  |  |  |  |  |
|                         | JAMIDBADBEP0         Opened         60/05/003<br>18/25         Conserved<br>19/25         20/21 EV PND WE PREMUM PLUS<br>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.

Page 7 of 36

**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 "doit-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.

## **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.



#### Page 8 of 36

**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 "doit-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.

- 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 | <ul> <li>1. Text "Start" to 1-949 518-0058 (Twilio SMS for Mazda)</li> <li>2. Retry to create a MyMazda account.</li> <li>NOTE: USA and Canada only</li> <li>(+1 (949) 518-0058)</li> <li>(Start)</li> <li>(You have successfully been resubscribed to messages from this number. Reply HELP for help. Reply STOP to unsubscribe. Msg&amp;Data Rates May Apply.</li> </ul> |  |  |  |

Page 9 of 36

**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 "doit-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.

|   | 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. <ul> <li>Engine Start / Stop</li> <li>Door Lock / Unlock</li> <li>Lights ON / OFF</li> </ul>  | Go to the<br>MyMazda App<br>to view the<br>reason for<br>remote function<br>failure. | Push Notification | 9:44<br>The second |      | Manus Ingent India<br>1997 Marca Sala<br>1997 Marca Sala<br>199 |
|   |   |  |                   | OS Lock  | Home | Inbox  |

## Page 10 of 36

**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 "doit-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.

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

Page 11 of 36

**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 "doit-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.

|   | <ul> <li>Customer: Un-enroll Connected Services, then re-enroll into Connected Services as a new primary user.</li> <li>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.</li> <li>Contact Hotline for additional technical support if needed.</li> </ul>   |
|---|--|
| Only a single<br>remote request<br>can be made<br>per 60-second<br>period   | Customer needs to wait 60 seconds for the initial request cycle to be completed to make the second request.  |
| Remote<br>Transmitter<br>Key(s) in the<br>vehicle   | Do not leave keys in vehicle.  |
| 1. Aftermarket<br>Remote Engine<br>Start accessory<br>installed.<br>2. Mazda<br>Remote Engine<br>Start (BCKA-<br>V7-620)<br>accessory<br>installed. | <ol> <li>Remove the aftermarket accessory.</li> <li>The customer can use either the Mazda Remote<br/>Engine Start accessory or the MyMazda app function.<br/>Cannot use both.</li> <li>Mazda Remote Engine Start (RES) Removal<br/>a. Remove the Mazda Remote Engine Start (RES)<br/>accessory module.</li> <li>Deactivate and activate Advanced Key(s). Refer to<br/>MGSS IMMOBILIZER SYSTEM-RELATED PARTS<br/>PROGRAMMING [(US)].</li> </ol> |
| TCU in "deep<br>sleep" mode<br>due to vehicle<br>being parked for<br>a long period.   | Advise customer to drive the vehicle as normal (at<br>least several miles) and the Connected<br>Services should start working again.   |
| Low fuel  | Advise customer that Remote Engine Start may start<br>vehicle temporarily, but vehicle will turn<br>off automatically when the fuel level is low to conserve<br>the remaining fuel.  |
| Vehicle is<br>equipped with<br>Manual<br>Transmission   | Advise customer that vehicles with a manual<br>transmission do not have the Remote Engine Start/<br>Stop function capability.  |
| Engine started<br>with key<br>transmitter   | Advise customer they will see an error message when<br>attempting to make a Remote Engine Off request if<br>they initially turned on vehicle with a physical key   |

Page 12 of 36

**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 "doit-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.

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

Page 13 of 36

**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 "doit-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.

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

## Page 14 of 36

**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 "doit-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.

| vehicle's Mazda<br>Connect center<br>display.<br>Wait a few<br>minutes for the<br>infotainment<br>center display to<br>show the<br>Authorization<br>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<br>minutes, the<br>infotainment<br>center display<br>will show the<br>Authorization<br>Code. Enter the<br>authorization<br>code in the<br>MyMazda app,<br>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<br>enrollment is<br>successfully<br>processed and<br>the vehicle is<br>connected, you<br>will receive a  |   |

Page 15 of 36

**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 "doit-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.

| push<br>notification. | 10:13       Image ES         Image ES  |
|-----------------------|--|
|                       | <ol> <li>Use MDARS to ID the vehicle and check for DTC's stored. Are DTC(s) stored?</li> <li>Yes - Go to MGSS and perform normal DTC diagnostics.</li> <li>No - Perform ODR Data Collection Procedure, then go to step 2.</li> <li>Confirm TCU software version is at the following using TCU Software Version Check.</li> <li>Mazda3 - 10006 or later</li> <li>CX-30 - 10006 or later</li> <li>CX-5 - 10023 or later</li> <li>CX-9 - 10023 or later</li> <li>CX-50: 10003 or later</li> <li>CX-50: 10003 or later</li> <li>CX-50: 10003 or later</li> <li>AR-30: 10019 or later</li> <li>CX-50: 10003 or later</li> <li>DX-50: 10003 or later</li> <li>CX-50: 10003 or later</li> <li>CX-50: 10003 or later</li> <li>CX-50: 10003 or later</li> <li>CX-50: 10003 or later</li> <li>MAZDA CONNECT CMU log data. Go to MGSS -&gt; Infotainment -&gt; MAZDA CONNECT CMU Data Retrieval</li> <li>Perform "Activating Remot</li></ol> |

## Page 16 of 36

**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 "doit-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.

|                                      |  |  | 7 Check TOU Demote Coming Flag Information  |
|--------------------------------------|--|--|---|
|                                      |  |  | 7. Check TCU Remote Service Flag Information  |
|                                      |  |  | <ul> <li>Remote Service Flag Information 1101 go to step 8.</li> <li>Remote Service Flag Information 0000 go to step 9.</li> </ul>  |
|                                      |  |  | <ul> <li>8. Disconnect 12V battery for 1 hour, then retry connected vehicle enrollment.</li> <li>NOTE: Test drive vehicle after battery disconnect to allow the GPS clock to sychronize before retrying Authorization Code.</li> <li>9. Contact Hotline for additional technical support if needed.</li> </ul>  |
|                                      |  | Deactivation   | Customer/Dealer can activate CV services anytime via<br>MyMazda app   |
|                                      |  |  | <ul> <li>Customer - There might be a slight delay in making the backend connection since it was temporarily deactivated.</li> <li>Dealer - Go to TCU Activation</li> </ul>  |
| reception strength icon shows "X" or | MAZDA CONNECT connected vehicle<br>reception strength icon shows "X" or "\".<br>Mazda3, CX-30, CX-50, MX-30  | Campain Status   | Go to eMDCS Vehicle Inquiry and confirm the following<br>campains are not shown or closed:<br>• CSP06<br>• CSP07<br>• SSPC7<br>• DRW41  |
|                                      | <ul> <li>Construction wave of a second with the second wave of a secon</li></ul> | Customer<br>deactivate<br>Connected<br>Services (Opt-<br>Out)) | <ul> <li>Go to eMDCS Vehicle Inquiry. Does eMDCS show<br/>CSP04 status closed?</li> <li>Yes - Customer opt-out. No action needed.</li> <li>No - CSP04 is not shown. Go to next Action<br/>below.</li> </ul>   |
|                                      |  |  | <ol> <li>Check for DTCs. Are there any DTC's stored?         <ul> <li>Yes: Go to MGSS for normal DTC diagnosis.</li> <li>No: Go to next step.</li> </ul> </li> <li>Confirm TCU software version is at the following using TCU Software Version Check.         <ul> <li>Mazda3 - 10006 or later</li> <li>CX-30 - 10006 or later</li> <li>CX-5 - 10023 or later</li> <li>CX-9 - 10023 or later</li> </ul> </li> </ol> |

## Page 17 of 36

**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 "doit-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.

|   |   |   | <ul> <li>MX-30: 10019 or later</li> <li>CX-50: 10003 or later</li> <li>3. 2019 Mazda3 Only - Confirm CMU software version<br/>is at 11012 or later.</li> <li>4. Disconnect battery terminal for 30 seconds, then test<br/>drive the vehicle. Is the reception strength signal<br/>normal?</li> <li>Yes: Repair complete.</li> <li>No: Go to next step.</li> <li>Perform TCU activation. Go to SA-004/21. Is the<br/>reception strength signal normal?</li> <li>Yes: Repair complete.</li> <li>No: Go to next step.</li> <li>S. Perform TCU activation. Go to SA-004/21. Is the<br/>reception strength signal normal?</li> <li>Yes: Repair complete.</li> <li>No: Go to next step.</li> <li>Compare Tel antenna No. 1 signal strength with<br/>good known vehicle near by. Go to DIAGNOSTIC<br/>ASSIST FUNCTION [CONNECTIVITY MASTER UNIT<br/>(US)]</li> <li>Functional Inspection / Adjustment -&gt; Navigation<br/>System Inspection</li> <li>Good - Contact Hotline for technical support</li> </ul> No Good - Swap Tel antenna No. 1 with known good<br>vehicle No Good - Swap Tel antenna No. 1 with known good vehicle |
|---|---|---|---|
| 5 | MAZDA CONNECT and/or MyMazda<br>App displays incorrect tire pressures<br>after battery disconnect and/or<br>infotainment CMU software update. | Incorrect<br>calendar entry<br>(month/day/<br>year) after a<br>battery<br>disconnect or<br>infotainment<br>system software<br>update. | Go to SA-002/21   |
|   |   |   | Page 18 of 36   |

## Page 18 of 36

**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 "doit-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.

|   | VIHICLE STATUS<br>VIHICLE STATUS<br>United in the state<br>United in the state<br>VIHICLE STATUS<br>United in the state<br>VIHICLE STATUS  |  |                                  |
|---|--|--|----------------------------------|
| 6 | vehicle reception strength icon is   | Improper<br>telematics<br>communication<br>unit (TCU)<br>software. | Go to CSP07 Repair instructions. |
| 7 | <ul> <li>2020 Mazda3 only</li> <li>Infotainment center display does not provide the Authorization Code</li> <li>Infotainment center display "Software Update Error" message</li> </ul> | Enrollment error   | Go to SSPC1                      |

Page 19 of 36

**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 "doit-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.

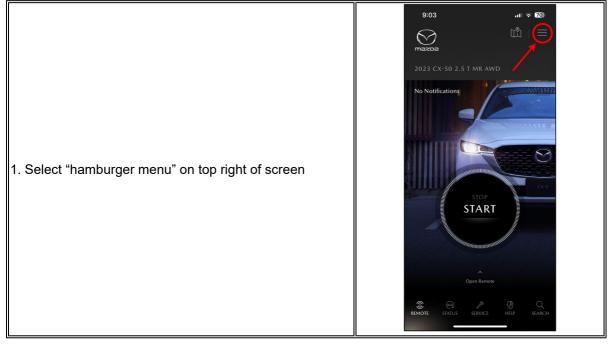
| 8  | <ul> <li>2021 Mazda3, CX-30, CX-50, and MX-<br/>30 functions inoperative</li> <li>Vehicle Status Alert</li> <li>Remote Engine Start / Stop</li> <li>Remote Door Lock / Unlock</li> <li>Remote Hazard Lights ON / OFF</li> <li>Vehicle Finder (vehicle location<br/>mapping function is available)</li>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

Page 20 of 36

**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 "doit-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.

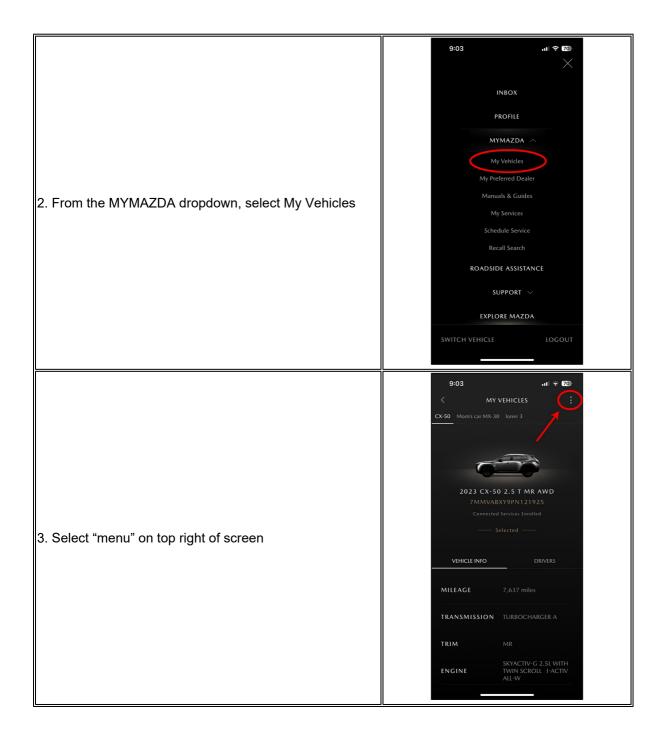
| TRUNK/INTOATE Closed |  |
|----------------------|--|

## **TCU Activation**



Page 21 of 36

**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 "doit-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.



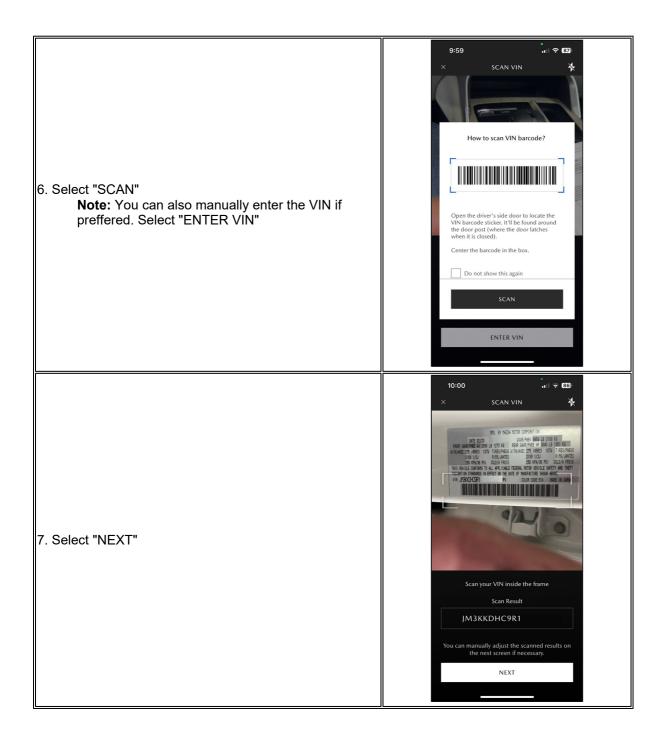
Page 22 of 36

**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 "doit-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.

| 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   |

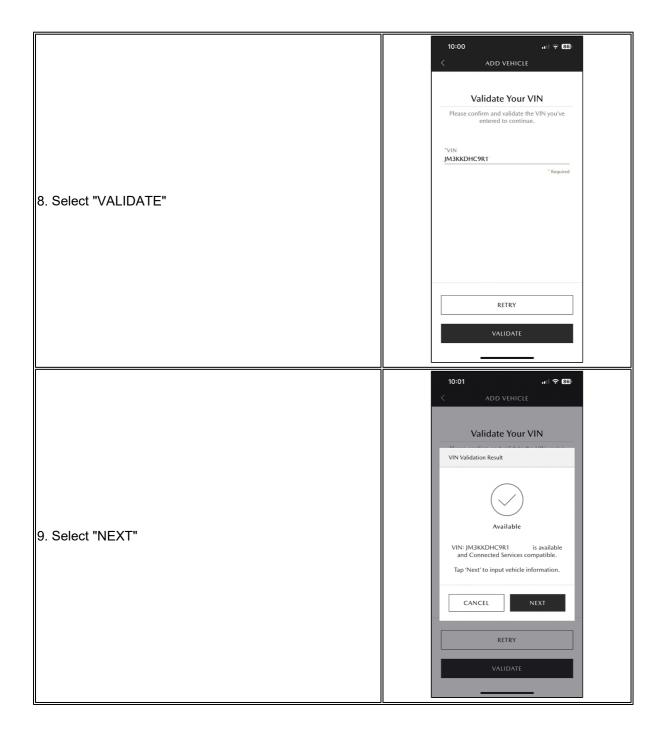
Page 23 of 36

**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 "doit-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.



#### Page 24 of 36

**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 "doit-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.



Page 25 of 36

**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 "doit-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.

| 10. Enter Vehicle Name and select local dealer. Then select "SUBMIT" | 10:01 ADD VEHICLE<br>VEHICLE NAME<br>CX-90<br>"VIN<br>JM3KKDHC9R1<br>"Required<br>"YEAR & MODEL<br>2024 C90<br>"Required<br>MY PREFERRED DEALER "Required<br>Select suggested dealers or search for a<br>specific one.<br>TUSIN MAZDA<br>28A Auto Center Drive,<br>TUSIN CENTER DIVE,<br>TUSIN CENTER DIVERDIVE,<br>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  |

#### Page 26 of 36

**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 "doit-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.

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

#### Page 27 of 36

**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 "doit-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.

| 14. You will see a message stating "Activation Process in<br>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<br>Complete"; however, it is actually <u>not complete</u> . OK to<br>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.                       |

## Page 28 of 36

**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 "doit-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.

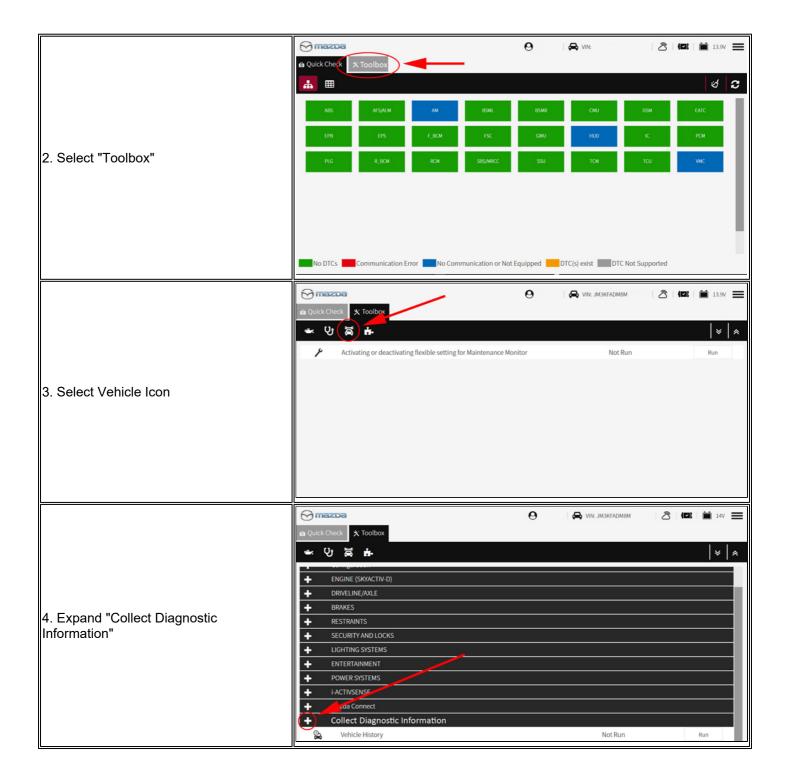
| 16. Turn the ignition OFF for 10 minutes or longer.   | START<br>STOP<br>Engine   |
|---|---|
| 17. Turn the ignition ON.   | START<br>STOP<br>ENGINE   |
| 18. Check the Connected Vehicle reception strength icc  | on:   |
| <ul> <li>Reception strength icon shows normal<br/>strength. TCU is now active.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

# **ODR Data Collection Procedure**

| 1. ID the vehicle using MDARS |  |
|-------------------------------|--|

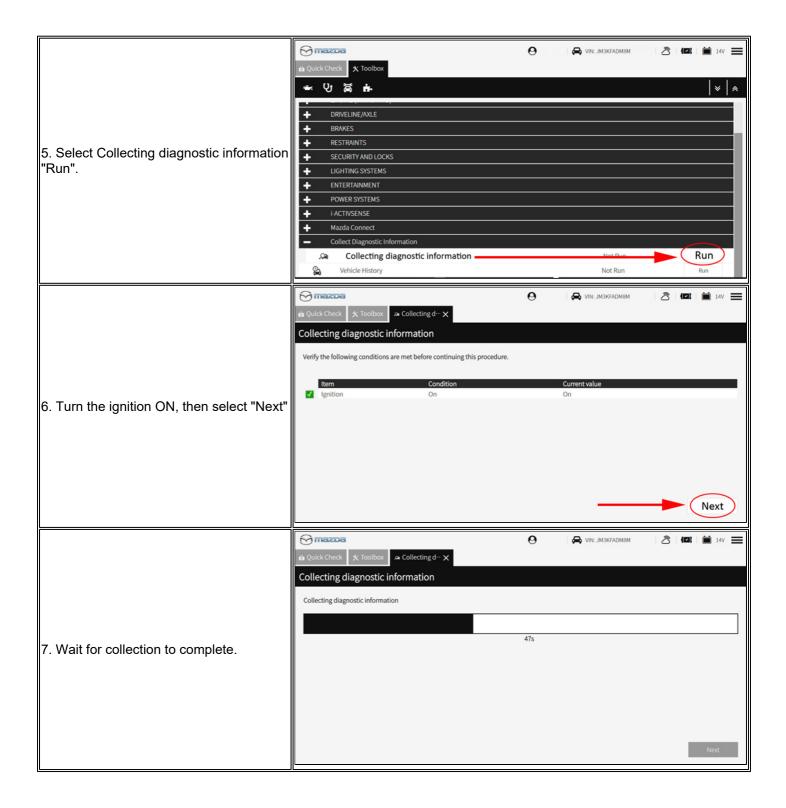
Page 29 of 36

**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 "doit-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.



Page 30 of 36

**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 "doit-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.



### Page 31 of 36

**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 "doit-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.

| 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. | <ul> <li>Quick Check ★ Toolbox</li> <li>A Collecting d×</li> <li>Collecting diagnostic information</li> <li>Complete</li> <li>Collecting diagnostic information succeeded.</li> </ul> |   | -                 |   | - (   | 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      |             |                   |                             | -           |  |              |
|--------------|------------------|------------------|-------------|-------------------|-----------------------------|-------------|--|--------------|
|              |                  |                  |             |                   | <b>0</b> "                  | arine 😝 ann | and the second s |              |
|              | @ Quick Check    | X Teolbox        |             |                   |                             |             |  |              |
|              | 🚣 🚍              |                  |             |                   |                             |             |  | <i>ଏ</i>   ସ |
|              | Def.             |                  |             |                   |                             |             |  |              |
|              |                  |                  | 104         |                   |                             |             | VOR  |              |
|              |                  |                  |             |                   |                             |             |  | _            |
| 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.                                     |  |
|   |  |

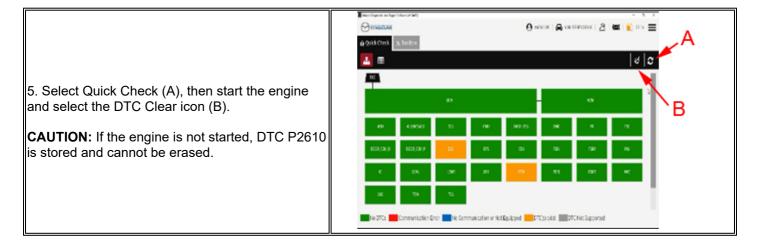
Page 32 of 36

**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 "doit-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.

|   | V X H<br>+ WIPER<br>+ POWE<br>+ IACTA<br>- Maxda<br>- Maxda   | X Toolbox     A     Your A      Your | VIN: JATEPANAME     Not Run     Not Run     Not Run     Not Run     Not Run     Not Run | Run<br>Run<br>Run<br>Run<br>Run<br>Run<br>Run |
|---|---|--|---|---|
| <ul> <li>4. Follow the on-screen instructions and wait for process to complete.</li> <li>NOTE: If the Activating Remote Control by Smart Phone shows "Incomplete", the possible causes are:</li> </ul>  | Cuick Check X Toolbox     Activating Remote Con System is checking the correct i  |  | R VINE 3MZBPAALXXX  | 8 (125 🖬 144) =                               |
| <ul> <li>a. The advanced key is not in the vehicle.</li> <li>b. The connected Vehicle Maintenance Mode is enabled.</li> <li>c. The Key transmitter power saving function is enabled.</li> <li>d. The pacemaker radio wave interference prevention function is enabled.</li> </ul> | 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<br>Temote Control by Smart P<br>J was installed.<br>control center.  | ₩ VIN: JMZBIPAALXKP   | Next  |

Page 33 of 36

**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 "doit-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.



# **TCU Software Version Check**

|   | CX-5 and CX-9  | Except CX-5 and CX-9 |
|---|--|----------------------|
| 1. Press and hold the Volume knob, then press<br>and hold the Entertainment and Favorite buttons<br>at the same time for 3-5 seconds and the Factory/<br>Service Inspection screen will appear. |  |                      |
| 2. Select Service Information.  | Factory/Service Inspection<br>Diagnostic Test<br>Functional Inspection/Adjustment<br>Service Information<br>Device Program Update<br>End Diag Mode |                      |
| 3. Select TCU Linked information.   | Service Information<br>Connected Device Information<br>Backup Restore<br>Personal Information Deletion<br>TCU Linked Information                   |                      |
| 4. Scroll down to TCU Software Version and  |  |                      |

#### Page 34 of 36

**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 "doit-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.

| 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                                 |
| <ul> <li>CX-5 - 10023 or later</li> <li>CX-9 - 10023 or later</li> </ul>  | 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)<br>: 00010004 (Mazda3, CX-30) |
| • CX-50: 10003 or later   | Connection Server      | :Public Server  |
| Is the TCU software version correct?  | Flag Information       | :1111   |
| <ul> <li>Yes: TCU Software Version Check is complete.</li> <li>No: Go to Telematics Communication Unit (TCU) Updates to update the TCU software version.</li> </ul> |                        |   |

# **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<br>hold the Entertainment and Favorite buttons at the<br>same time for 3-5 seconds and the Factory/Service<br>Inspection screen will appear. |  |                      |  |
| 2. Select Service Information.   | Factory/Service Inspection<br>Diagnostic Test<br>Functional Inspection/Adjustment<br>Service Information<br>Device Program Update<br>End Diag Mode |                      |  |
| 3. Select TCU Linked information.  | Service Information  |                      |  |
|  | Connected Device Information   |                      |  |
|  | Backup Restore<br>Personal Information Deletion  |                      |  |
|  | TCU Linked Information   |                      |  |
|  |  |                      |  |
|  |  |                      |  |

## Page 35 of 36

**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 "doit-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.

|   | 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   |   |
| • <b>1101</b> - Disconnect 12V battery for 1 hour,  | TCU Linked Informa  |  |   |
| <ul> <li>1101 Disconnect 12V battery for 1 hour,<br/>then retry connected vehicle enrollment.</li> <li>0000 Contact Hotline for technical support.</li> </ul> | TCU Linked Informa  |  | 1 |
| then retry connected vehicle enrollment.  |   | tion                                       | 1 |
| then retry connected vehicle enrollment.  | TCU MEID  | tion<br>:                                  |   |
| then retry connected vehicle enrollment.  | TCU MEID<br>TCU Software Version  | tion<br>:<br>: 00010001                    |   |
| then retry connected vehicle enrollment.  | TCU MEID<br>TCU Software Version<br>Connection Server<br>Flag Information | tion<br>:<br>: 00010001<br>: 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

Page 36 of 36

**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 "doit-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.